DVDXCOPY PLATINUM
Users Guide
Version 4.0.3
02/03/04

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1. Introduction

DVDXCOPY PLATINUM provides you the ability to backup your DVD movies onto blank DVDs using a standard DVD +R or –R burner. DVDXCOPY PLATINUM showcases the brand new TDF backup technology. TDF backup technology offers customizable control over backup compression.

DVDXCOPY PLATINUM is bundled and also includes the DVD X RESCUE program.

Features and benefits of DVDXCOPY PLATINUM are:
- Simple, one click interface
- Burns DVD movies to DVD-R(W) and DVD+R(W)
- Create TDF files you can share with others
- Use TDF files created by others
- Copies Special Features (Movie Trailers, Commentary, etc.)
- Copies Full Multi-Channel Audio (Dolby Digital 5.1, DTS)
- Copies Every Language Available on Original DVD Movie
- Copies DVD Movie to One Blank Disc (No Need to Split)
- Copies Episodic DVD Movies (The Simpsons, The Sopranos, etc.)

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2. Before You Begin

2.1 End User License Agreement (EULA)
DVDXCOPY PLATINUM

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2.2 System Requirements

Minimum Requirements	Recommended Requirements
✓ Windows ME/98SE/ 2000/XP	✓ Windows ME/98SE/ ✓ 2000/XP
✓ Pentium III 500 MHz	✓ Pentium 4 1.4GHz
✓ 128 MB of RAM	✓ 512 MB of RAM
✓ 10 GB of Free Hard Disk Space	✓ 12GB of Free Hard Disk Space
✓ DVD –R(W) or DVD +R(W) drive	✓ DVD –R(W) or DVD +R(W) drive

2.3 Helpful Tips

- Turn off all active programs including anti-virus before you begin.

- DVD can only write to any media once during a given session.

- If possible, use your DVD burner to both read and burn.

2.4 Limitations

- Some programs may affect the burning process. If you have problems burning go to the 321 studios website http://support.321studios.com for a complete list.

- When using any external DVD burner, you should limit the number of additional external devices connected during the burning process.

2.5 Support/Help Resources

Regardless of where you purchased your copy of DVD X Show, 321 Studios offers FREE 24/7 technical support via one of the following:

Contact Method	Number or Address
Phone - Technical Support Phone – Customer Service	1-636-720-3703 1-888-222-9100 1-636-720-3702
Email	support@321studios.com
Website	http://support.321studios.com

Through our support center, you can obtain FREE downloadable updates, trial versions, rebates, information on media, burners, drives and other accessories and information about multiple languages available.

We also offer a support page on the 321 studios web site (www.321studios.com). From this website, you can participate in product discussion forums.

Of course, there is general online product help available by clicking on **Help** from your tool bar.

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3. Installation – Step By Step

DVDXCOPY PLATINUM is designed to operate under Windows 98SE, ME, 2000 or XP with any type of DVD device. When using Windows, 2000 or XP Administrator rights *are required* to install the program. However, Administrator rights are not needed to use the software.

Step 1: Insert the software disc. The drive should start automatically. If it does not, double-click on the drive to start the program manually. Choose the language of your preference and click **OK**.
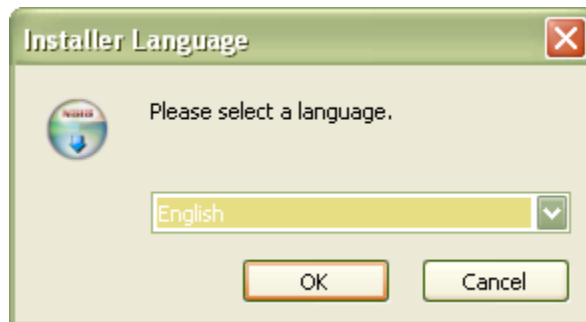
Step 2: The 321 Studios End User License Agreement will be displayed. Carefully read the license agreement, once you have **read and agree** to the terms of the license, click **I AGREE** to continue.
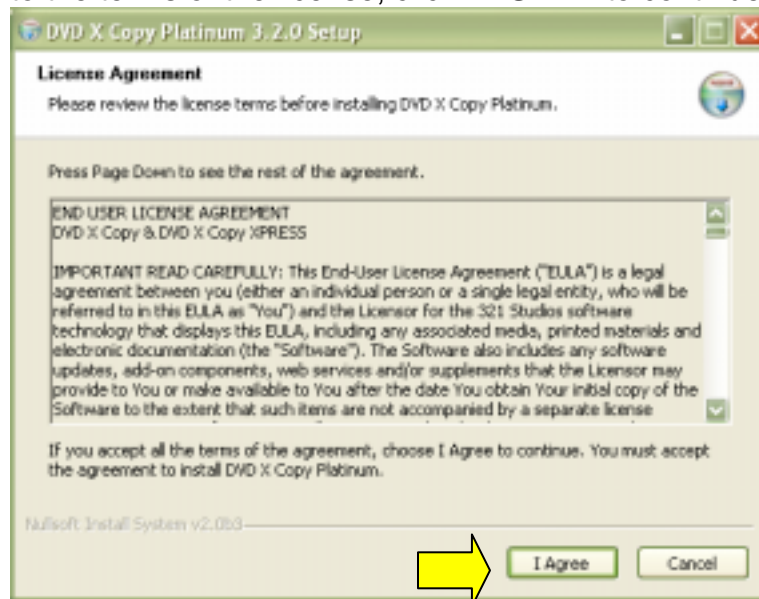
Step 3: You will then be asked where you would like to place the program on your hard drive. It offers a default location which is your Programs Menu, however, you have the option to choose another folder if you prefer.

To select the default location, Click **INSTALL.** *For another option, See Step 3A OPTION below.*
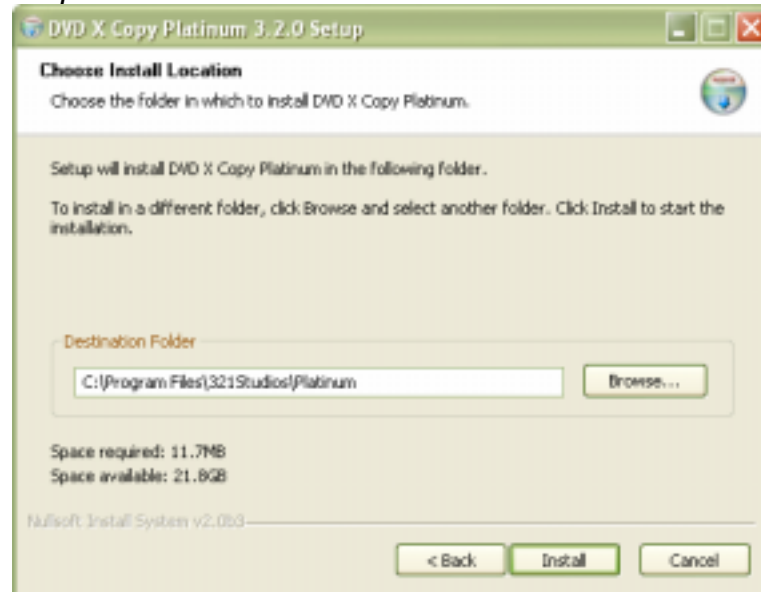
**Step 3A OPTION:** Should you choose some folder other than the default location, Click **BROWSE** and the following window will appear. Make your selection and Click **OK**.

Step 4: The Installing window will be displayed as the program installs.
*Note: Please be patient! This process may take some time.
You do not need to do anything at this point.*
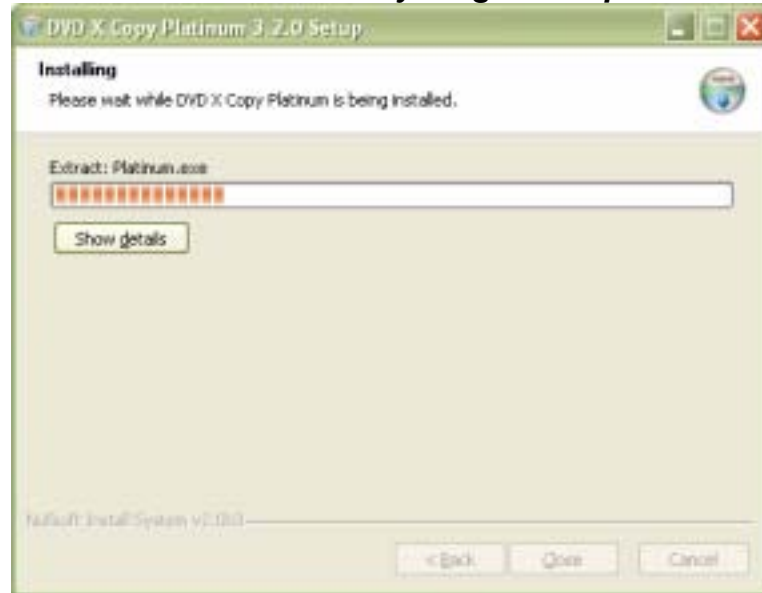
Step 5: The Writing Drivers window will be displayed letting you know that
this process may take some time. *It is recommended to close all
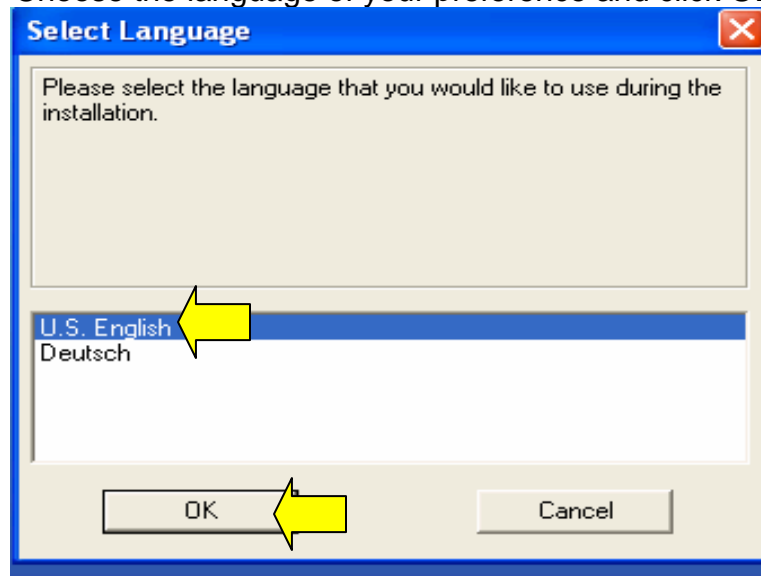other programs during the Installation process.*
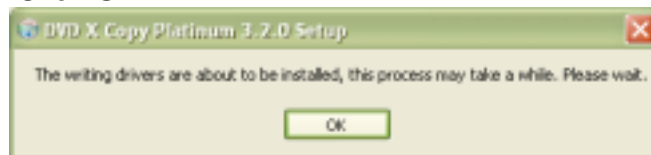
Click **OK**.

**Step 6:** The Installation Completed window will be displayed. Click **CLOSE**.
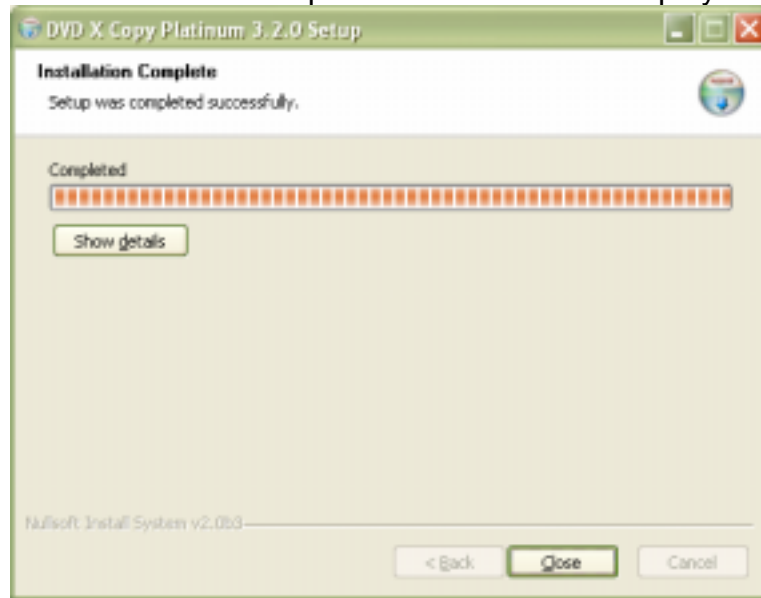
**Step 7:** The DVD X RESCUE Installer window will be displayed. Click **OK** to continue.

Step 8: Choose the language of your preference and click **OK**.

Step 9: The DVD X RESCUE Welcome screen will be displayed. Carefully read the information provided on screen and click **NEXT** to begin the installation process. ***Note: It is recommended to close all other programs during this process.***
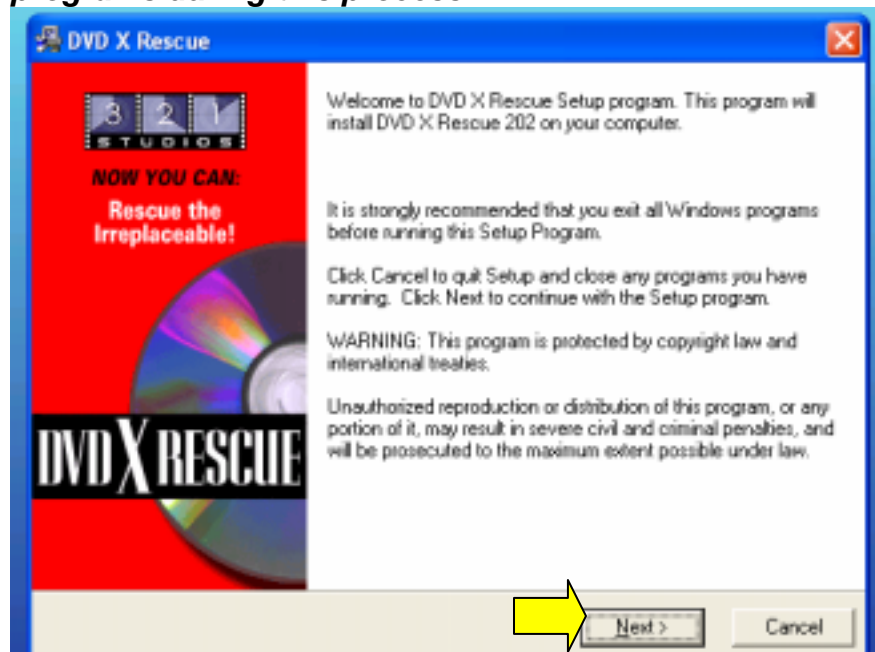

Step 10: The 321 Studios End User License Agreement will be displayed. Carefully read the license agreement, click the small box to check that you have **read and agree** to the terms of the license *(you must check this box in order to proceed with the installation).* Click **NEXT** to continue.
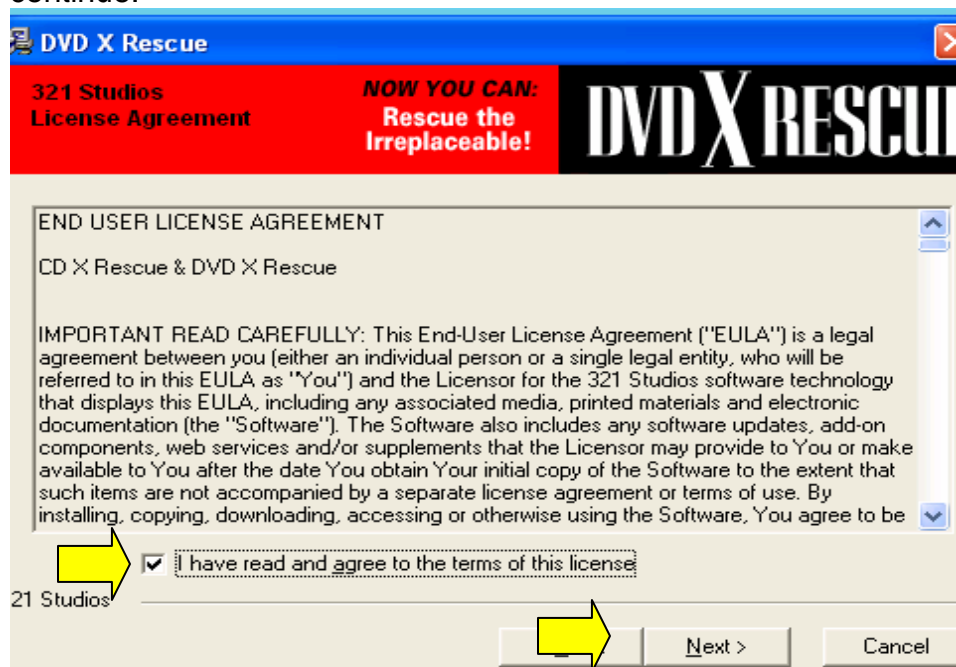
Step 11: You will then be asked where you would like to place the program on your hard drive. It offers a default location which is your Programs Menu, however, you have the option to choose another folder if you prefer.

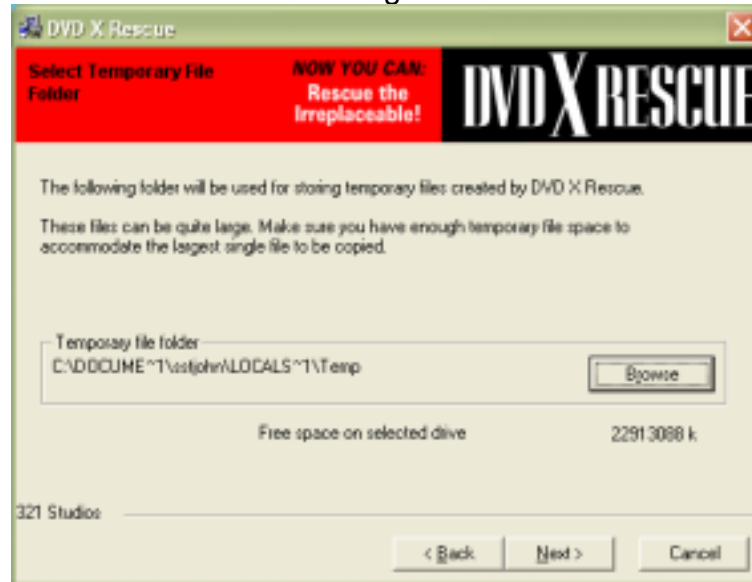To select the default location, Click **NEXT**. *For another option, See Step 10A OPTION below.*
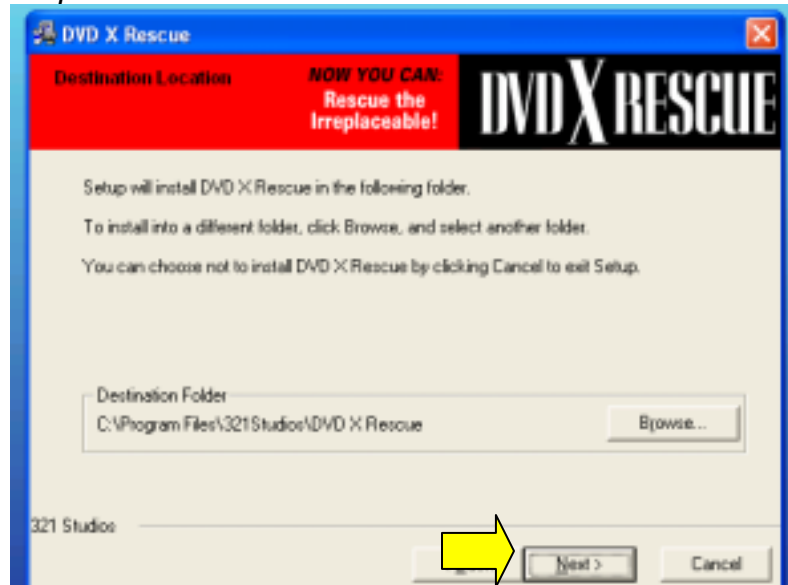
Step 11A OPTION: Should you choose some folder other than the default location, Click **BROWSE** and the following window will appear. Make your selection and Click **OK**.

Step 12: You will need to choose a folder to save your temporary files
necessary with the functioning of this program. It offers a default
location, however, you have the option to choose another folder if you
prefer.
Click **NEXT** to continue using the default folder.

Step 12A OPTION: Should you choose some folder other than the default
location, Click **BROWSE** and the following window will appear. Make
your selection and Click **OK**.
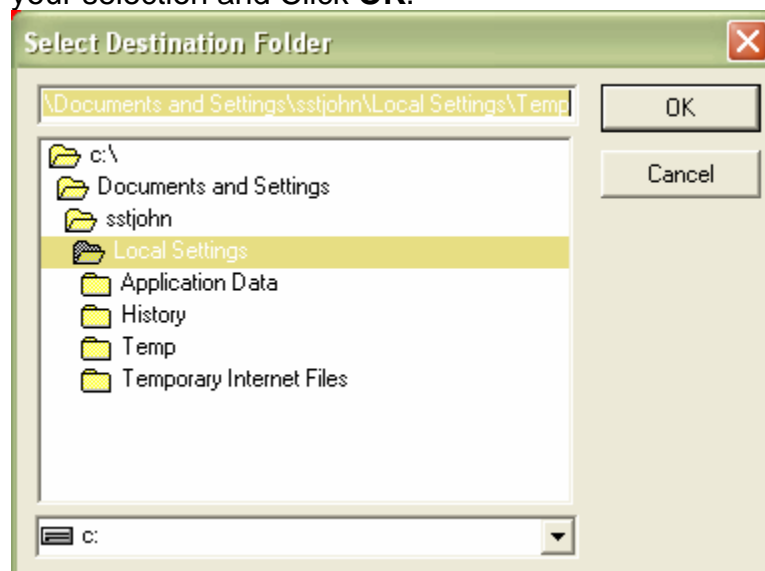
Step 13: Choose whether or not you would like to have a DVD X RESCUE shortcut on your desktop and Click **NEXT**. *Note: If you uncheck this box you will not have a shortcut on your desktop. 321 Studios recommends that you leave this checked.*

Step 14: You are now ready to install the DVD X RESCUE program. Click **NEXT** to begin the installation process.
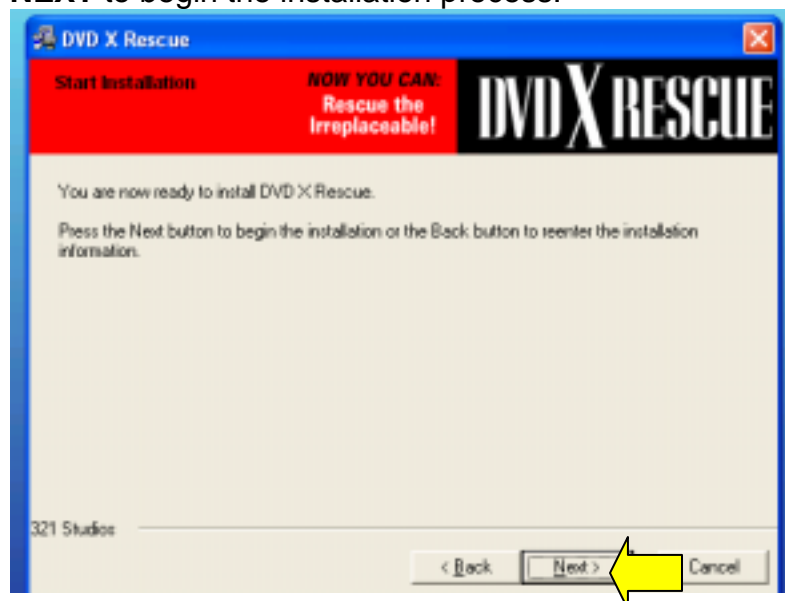
Step 15: The Installing window will be displayed as the program installs.
Note: Please be patient! This process may take some time.
You do not need to do anything at this point.
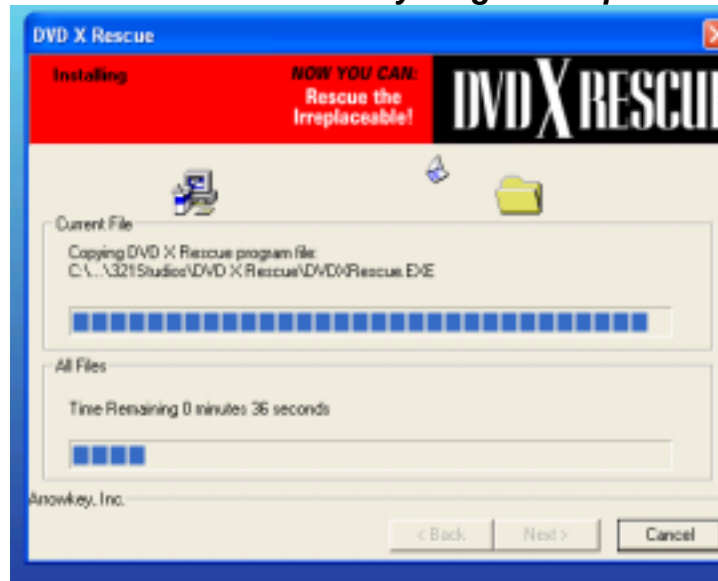
Step 16: When the following screen appears,.click **FINISH** to end the installation.

Step 17: You will see a message stating that the system must be restarted to complete the installation. You can choose **OK** to reboot now or *Cancel* to do it at a later time. ***Note: The software will not work properly until your system has been restarted.***
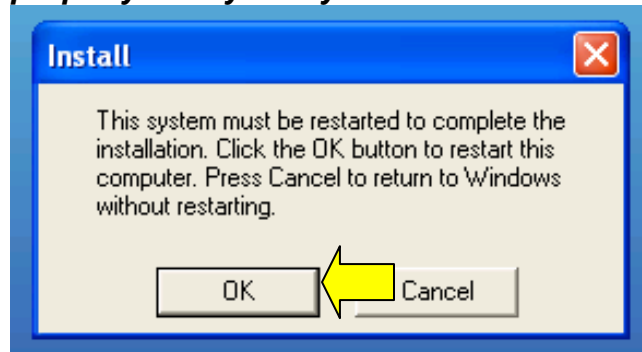
Step 18: That's it! Once you reboot your system and register your software you will be ready to begin copying and rescuing your DVD's. Refer to *Section 4 Registering Your Software.*

4. Registering Your Software

The first time you access DVDXCOPY PLATINUM after an install or reinstall, you will be required to register your software purchase with 321 Studios.

On a Retail Copy (i.e., purchased from a store like Best Buy, etc) or a direct CD purchase from 321 Studios the license information is located on the inside of the case the software came in. The license ID and Password are located on a white sticker just below the disc.

On a downloaded copy of software acquired directly from 321 Studios, the license information is on the confirmation email that was sent to the email address provided during the purchase process.

Note: If you have lost or misplaced your License ID &/or password, contact 321 Studios for assistance. Refer to Section 2.5 Support/Help Resources. You will be required to verify basic customer information.

Enter your personal License ID and password. Select appropriate Activation Method then click **CONTINUE** to proceed. ***You will not be able to proceed without entering your personal License ID and password.***

Note: Updates may be available if you didn't purchase the latest version of the software. If there are newer versions than the one you are installing, you will see a screen stating that updates are available. You will have the following options: Remind Me Later, More Info and Download. Refer to Section 13 Check For Updated Version.

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5. Main Window

5.1 Simple Tab

The Simple Tab opens up the DVD X Copy XPRESS program. You will leave the DVDXCOPY PLATINUM interface and be taken to the full version of DVDXCopy XPRESS. *Note: Once you leave the DVDXCOPY PLATINUM interface, you will not be able to return without closing the DVD X Copy XPRESS program and restarting the DVDXCOPY PLATINUM program.*

This method is straightforward and easy to follow but does not give you as many options as the Advanced method.

5.2 Advanced Tab

The Advanced Tab opens up the Advanced features for DVDXCOPY PLATINUM. In the Advanced mode, you can choose which titles you want to backup and which ones you want to leave out.

You can choose which titlesets you would like to omit and which ones to keep. You can also preview titlesets to determine what's on them. However, not all titlesets are pre-viewable due to the way the disc was made.

5.3 DVD X RESCUE Tab

The DVD X RESCUE Tab opens up the DVD X RESCUE program. You will leave the DVDXCOPY PLATINUM interface and be taken to the full version of DVD X RESCUE. *Note: Once you leave the DVDXCOPY PLATINUM interface, you will not be able to return without closing the DVD X RESCUE program and restarting the DVDXCOPY PLATINUM program. Refer to Section 9 DVD X RESCUE.*

5.4 TDF Library Tab

The TDF Library Tab lists TDF's (title definition format)you have previously saved on your PC while using the Advanced mode. These can be TDF's created while using the program or downloaded from 321 Live at http://forum.321studios.com.

You can also scroll through the list to see various information related to each TDF and see the date/time the file was created.

Note: A TDF list will not popup if there aren't any appropriate TDF files associated with the disc in the drive.

5.5 Settings Tab

The Settings Tab will allow you to set your own Preferences when working under the Advanced mode. The settings you set up will only work while you are working under the Advanced mode and will not be associated with Simple (DVD X Copy XPRESS) or DVD X RESCUE programs.

5.6 321 Online Tab

The 321 Online Tab will take you directly to the 321 Studios product page. You can also access the 321 Studios product page by going tothe following link http://www.dvdxcopy.com.

6. Getting Started – Simple (DVD X COPY XPRESS)

After installing DVDXCOPY PLATINUM and rebooting your computer, you must click on either the desktop icon or the Start menu by choosing DVDXCOPY PLATINUM from your available programs list.

Step 1: Insert the movie you wish to copy into the DVD drive and click **SIMPLE.**

Step 2: The Rental or Borrowed DVD window will be displayed. ***Please note that Federal copyright laws prohibit the unauthorized reproduction, distribution or exhibition of copyrighted materials. You may not copy the movie if it is rented, borrowed from a friend or relative or illegally aquired in any way.*** If you own the DVD you may copy it by clicking **NO.**
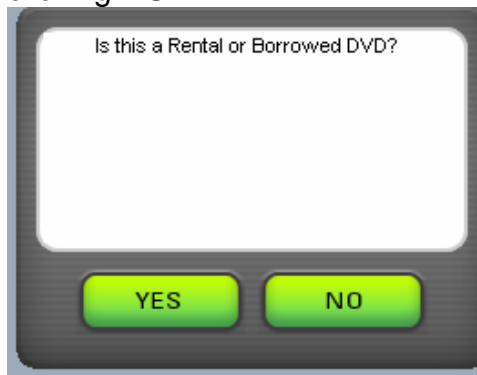
Step 3: The Copyright window will be displayed. Carefully read the agreement. Once you have **read and agree** to the terms, Click **I AGREE.**

Step 4: The DVD X Copy XPRESS window will be displayed when the disc
has been read and recognized.   Click **START** to begin using the default
program settings. You also have the option to customize your settings.
To customize your settings, see Step 4A below.
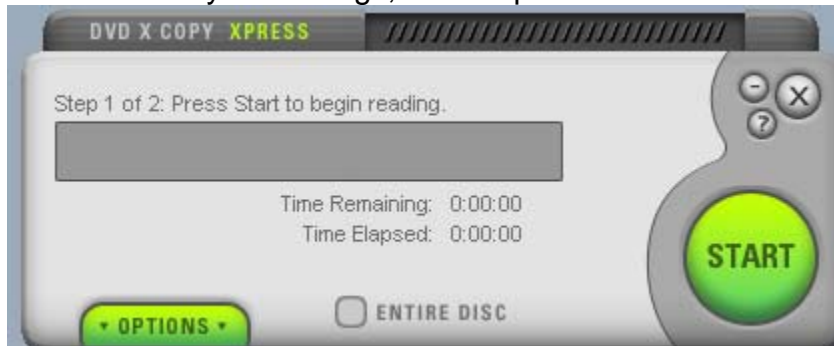
Note: If you already have blank media in your DVD burner, a window will
display allowing you to tell the program to automatically begin burning
after the read has finished.

Step 4A: Click the **OPTIONS** Tab to set your own custom settings.

Entire Disc will select everything using Default options. *Note: You will not
be able to setup any custom settings if you select "Entire Disc".*

Audio Language will provide a list of available languages. These
languages are setup by the way the disk was made.

Subtitles will display a list of available subtitles. The list will vary as it is based on the disc and your specific operating system's settings. All of the subtitle tracks listed many not exist on the DVD. Do not use a subtitle if it is not on the disc. If the subtitle is not viewable when watching the movie, then it is probably not on the disk.

Temp Path is used as a temporary working folder where data will be stored before the burn process. The default location will be the same location as were the program was installed. This path can be set to any location as long as there is at least 9.4 GB of free space.

Video Format is used when you have multiple formats to choose from. DVD X Copy XPRESS will select the default location. Note; If you select full screen but it is wide screen (and vice versa), the copy will either not work at all or be very distorted and may result in an un-viewable movie.

Step 5: Upon clicking **START**, you may see the Preferred Audio Language window. Languages will vary by the disc and or the available audio options. Select the first format as the default and Click **OK**.
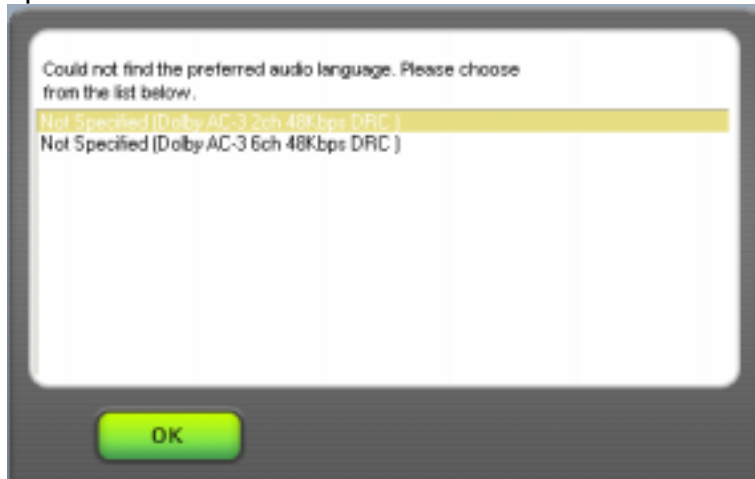
Step 6: The Reading window will be displayed. ***You do not need to do anything on this screen. Be patient!*** The reading process may take some time. Reading time is based on the movie data and your operating systems available resources.

Step 7: The Insert Blank DVD window will be displayed. Insert a blank DVD to burn to and Click **START**.

Step 8: If you are using a rewriteable DVD that has data already on it, the program will reformat the DVD before it burns the movie. *You do not need to do anything on this screen. Be patient!*

Step 9: The Writing window will be displayed. *You do not need to do anything on this screen. Be patient!* The burning process may take some time. Burning time is based on the burning speed of the DVD burner you are using.

Step 10: The Burn Complete window will be displayed. Click **OK**.

Step 11: Close out of the DVD X Copy XPRESS program by clicking on the X
in the upper right hand corner.

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7. Simple

The Simple Tab opens up the DVD X Copy XPRESS program. You will leave the DVDXCOPY PLATINUM interface and be taken to the full version of DVDXCopy XPRESS. *Note: Once you leave the DVDXCOPY PLATINUM interface, you will not be able to return without closing the DVDXCopy XPRESS program and restarting DVDXCOPY PLATINUM.*

DVD X Copy XPRESS provides you with the ability to backup your DVD movies onto blank DVDs using a standard DVD +R or –R burner. DVD X Copy XPRESS also allows you to backup menus, trailers and special features to a single DVD. It is the fastest, easiest way to make a high quality backup of all your favorite DVD movies.

Please refer to the complete User Guide for DVD X Copy XPRESS for more details.

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8. Advanced

The Advanced Tab opens up the Advanced mode for DVDXCOPY PLATINUM. In the Advanced mode, you can choose which titles you want to backup and which ones you want to leave out.

You can choose which titlesets you would like to omit and which ones to keep. You can also preview titlesets to determine what's on them. However, not all titlesets are pre-viewable due to the way the disc was made.

Step 1: Click on the **ADVANCED** tab. The Copyright window will be displayed. Once you have read and agree to the terms click **I AGREE**.

Step 2: A list of appropriate TDF's that were previously saved will be displayed. Only TDF's that relate to the disc in the burner will be displayed.
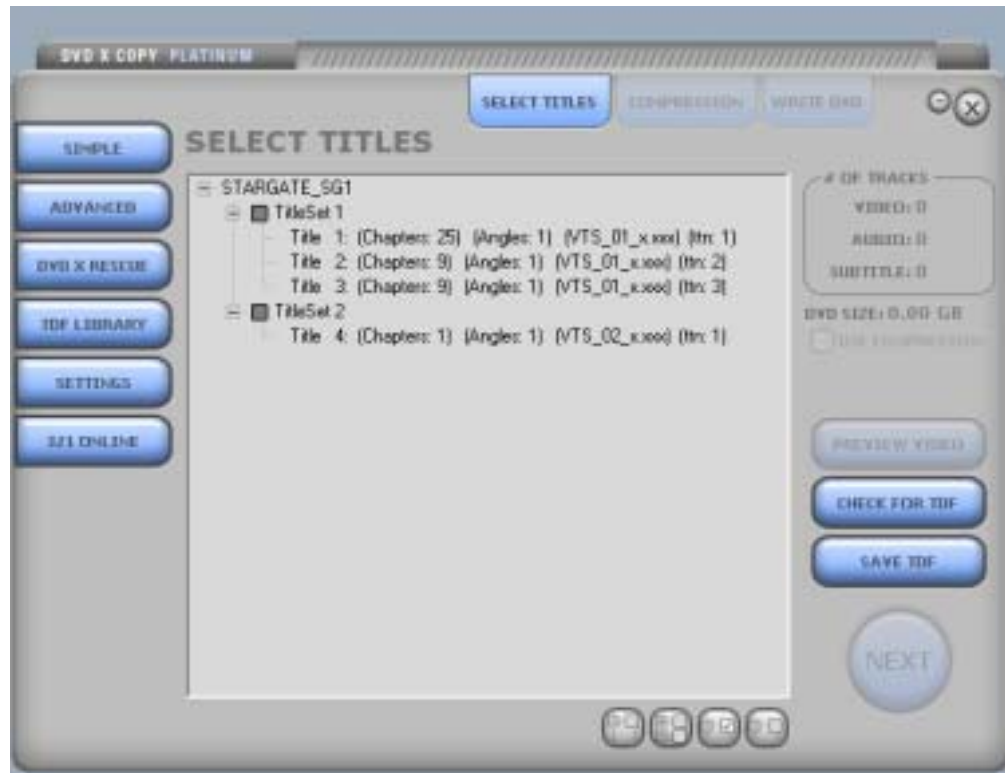

Highlight a TDF name to see a description in the Description area on the right side of the screen.

Use This TDF will load that TDF's settings with pre-selected titlesets and compression rates.

Cancel will advance you to the titleset screen with no titlesets selected.

8.1 *Select Titles*

Universal buttons just below the list of titlesets allow you to make the following selections (from left to right): show all titlesets & subtitles, show only highlevel titlesets, check all titlesets, uncheck all titlesets.

# of Tracks represents a list of everything on the disc. The number of video, audio and subtitles are not in correlation to the Chapters of the movie.

Preview Video will give you the same affect as pressing the corresponding menu option from the DVD while viewing the movie. The quality of the preview will be much lower than the original. The actual quality will be much higher and will be based on the compression settings you have selected. ***Note: All chapters may not be able to be previewed based on their authoring technique of the DVD.***

Check For TDF will take you to your TDF Library where you can select a pre-saved TDF file.

Save TDF will allow you to save a new TDF file by entering an Author and a Description.
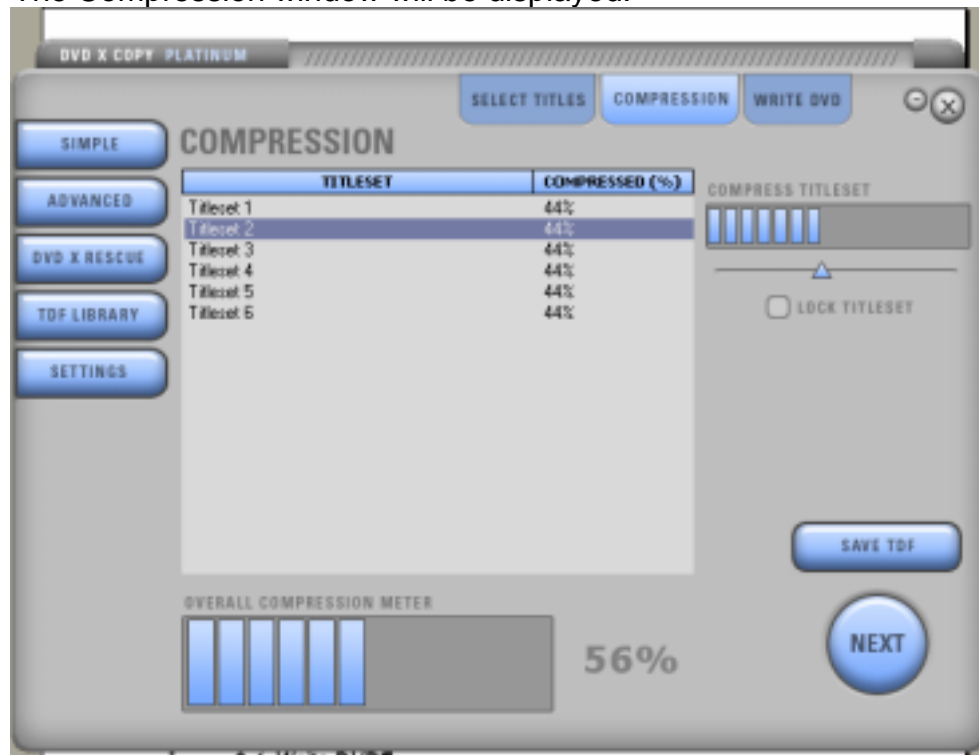
8.2 Compression

The Use Compression button will not be checked and be available unless it is needed. If the data is below 4.7 GB and will fit on a single disc, then it will not need to use compression. This option is only available if you have checked the *Use Compression* checkbox. Otherwise the *Splitting* option will be available.
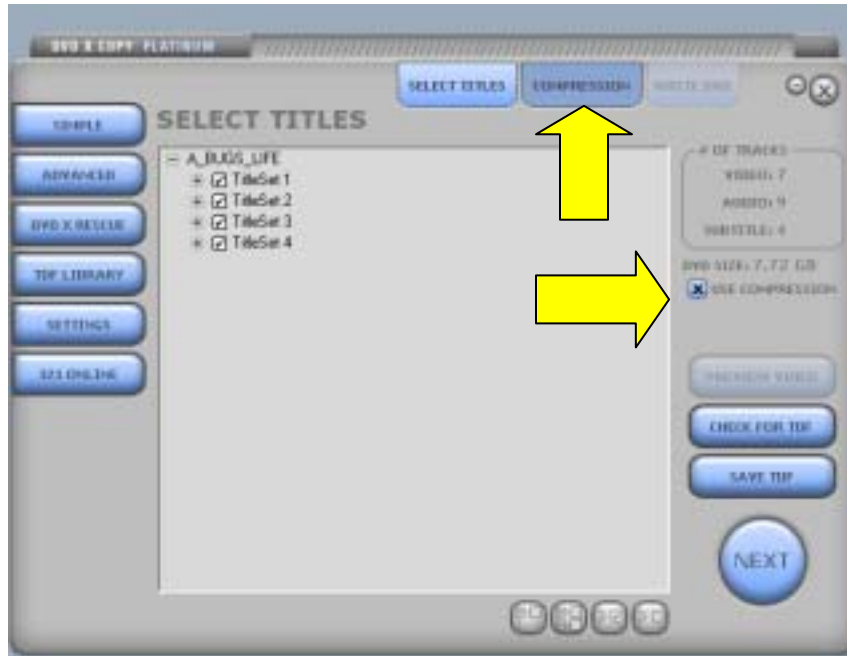
Step 1: Verify that the **USE COMPRESSION** checkbox is marked and click **NEXT**.

Step 2: The Compression window will be displayed.

The *Overall Compression Meter* is based on the total compression of all titlesets compared to the size available on a blank DVD.

Select a titleset to alter its compression. *Note: some titlesets may not be able to be adjusted but by adjusting another titleset the program will automatically adjust all titlesets.*

Some movies will have specific limitations based upon the information on the disc. Altering compression on certain titlesets may not yield desired results. In these cases, you may want to use the Splitting Option to get your desired results. *See 8.3 Splitting.*

If a titleset does not take up enough compressible space (for example a menu below.05GB) altering it will not alter the compression rates of the other titlesets in a positive manner.

Once you have a titleset selected, you can adjust the compression by moving the meter up or down. As you adjust the compression for a specific titleset, the program will automatically adjust the compression rate of the other titlesets on the disc*. Note: If a titleset does not take up enough compressible space (for example a menu below .05GB) altering it will not alter the compression rates of the other titlesets in a positive manner.*

Lock Titleset will lock the compression rating on the selected titleset. Locking a titleset will keep the selected titleset from be automatically adjusted by the program as other titleset compressions are made.

Save TDF will save the active TDF file to your TDF Library.

After you have made your desired compression changes, click **NEXT** to write to your DVD. *See Section 8.4 Write to DVD.*
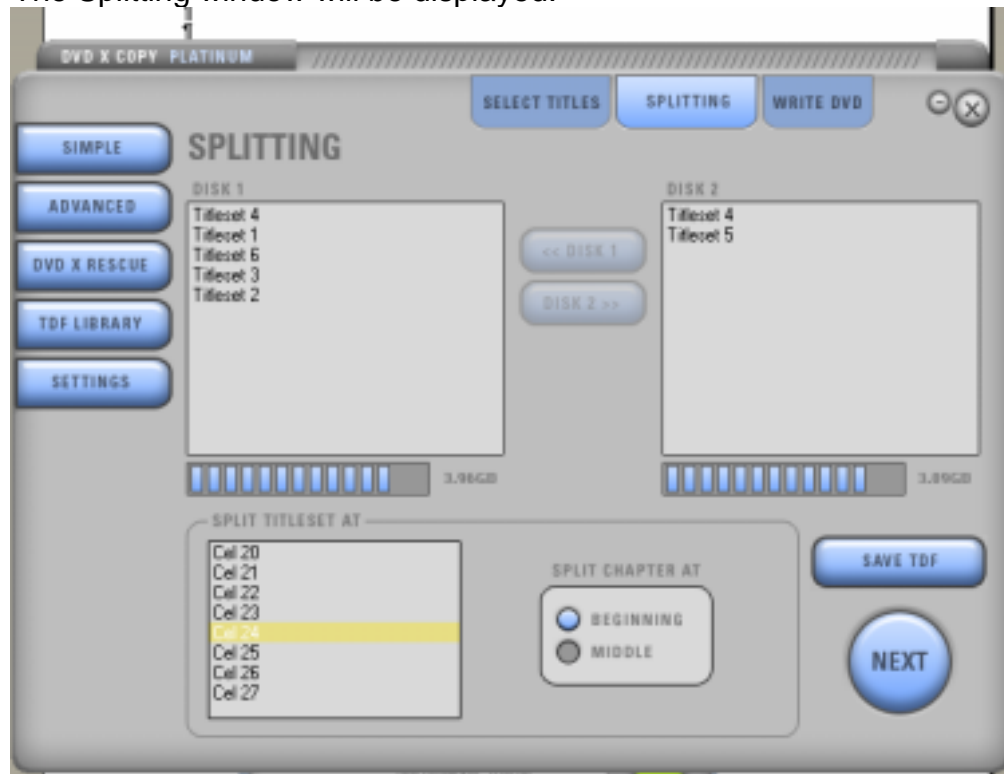
8.3 Splitting

This option is only available if you do not check the *Use Compression* checkbox. Otherwise the *Compression* option will be available.

Step 1: Verify the **USE COMPRESSION** checkbox is not checked then Click **NEXT**.

Step 2: The Splitting window will be displayed.

Disk 1 will list all titlesets that will be burned to Disk 1. Generally, the movie will be on Disk 1 but it does not necessarily have to be.

Disk 2 will require copying to multiple discs. You can try to use the Compression option to avoid writing to multiple discs but depending on the size of the data you may have to split the data onto multiple disks. *See 8.2 Compression.*

Titlesets may be selected individually and be moved from Disk 1 to Disk 2 and vice versa. This allows more complete control over the placement of titlesets on both disks.

Split Titlesets At will allow you to pick a cell to split the titleset at. A cell is simply a portion of a chapter.
- *Beginning* will separate at the beginning of the chapter.
- *Middle* will split the selected chapter and put ½ on Disk 1 and the other ½ on Disk 2.

EXAMPLE: A movie with 20 chapters.

| Split Beginning	Split Middle
Disk 1 will have chapters 1 – 13	Disk 1 will have chapters 1 - 13.5
Disk 2 will have chapters 14 - 20	Disk 2 will have chapters 13.5 - 20

Save TDF will save the active TDF file to your TDF Library.

8.4 Write DVD

Step 1: After you have clicked NEXT on either the Compression or Splitting window the Reading window will be displayed. *You do not need to do anything on this screen. Be patient!* The reading process may take some time. Reading time is based on the movie data and your operating systems available resources.
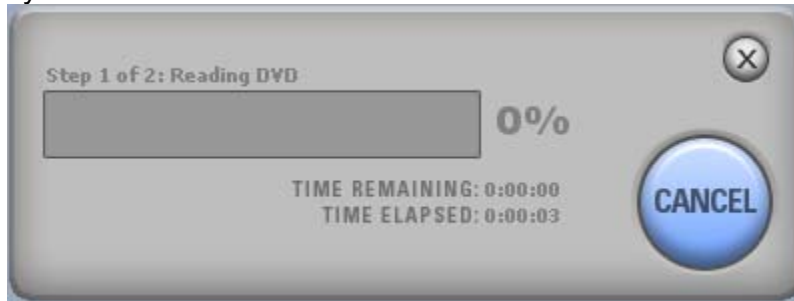

Step 2: The Insert Blank DVD window will be displayed. Insert a blank DVD to burn to and Click **START**.


Step 3: If you are using a rewriteable DVD that has data already on it, the program will reformat the DVD before it burns the movie. *You do not need to do anything on this screen. Be patient!*
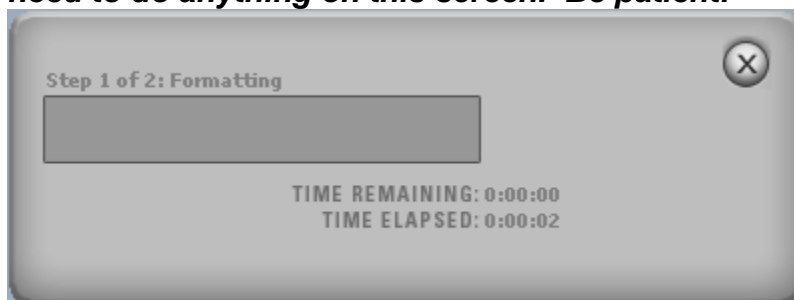
Step 4: The Writing window will be displayed. ***You do not need to do anything on this screen. Be patient!*** The burning process may take some time. Burning time is based on the burning speed of the DVD burner you are using.
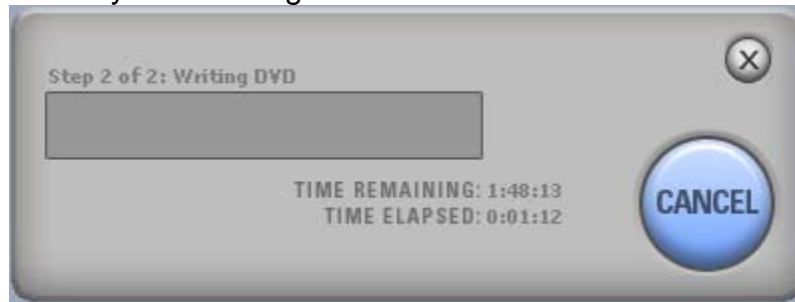
Step 5: The Finalizing window will be displayed. . ***You do not need to do anything on this screen. Be patient!***
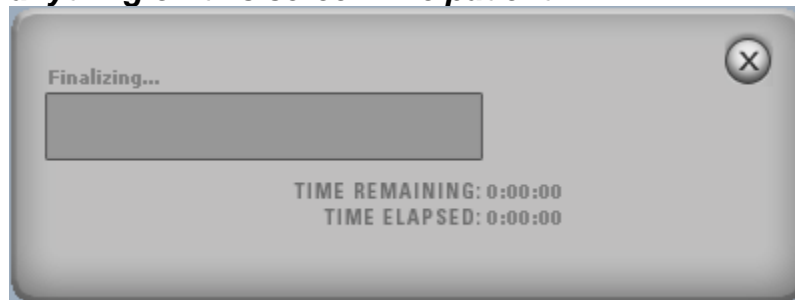
Step 6: The Burn Complete Window will be displayed. Click **OK**.
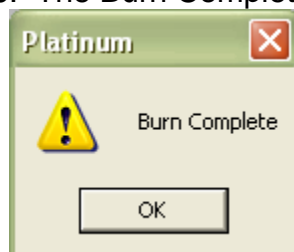
9. DVD X RESCUE

DVD X RESCUE is designed to analyze, retrieve, repair, and copy inaccessible data, images, movies and movie clips, and music from damaged CDs and/or DVDs.

DVD X Rescue is built on over 10+ years experience with optical storage including CD-R, CD-RW, and DVD+-R(W). While this does not include discs that are physically damaged, DVD X RESCUE will:

- Effectively recover data, images, audio and movies from unreadable CDs and DVDs
- Retrieve Data from scratched, damaged or defective discs
- Recover data created by almost any CD and DVD writing software.

Today, nearly all computers are equipped with some type of device to write to optical media, such as CD-R, CD-RW and DVD+-R(W). Everyone expects data written to such media to be readily retrieved over long periods of time. Unfortunately, that is not always the case. There are many factors that can cause you to lose access to data on optical media.

Data loss can be attributed to hardware problems, media problems and/or software problems. Often, when a disc has become inaccessible, more than a single factor has contributed to the problem.

Fortunately, such problems that prevent "normal" access to the data can be bypassed by using DVD X RESCUE.

Please refer to the complete User Guide for DVD X RESCUE for more details.

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10. TDF LIBRARY

The TDF Library Tab lists TDF's (title definition format) you have previously saved on your PC while using the Advanced mode. These can be TDF's created while using the program or downloaded from 321 Live at http://forum.321studios.com.

You can also scroll through and view various information related to each TDF file and see the date/time the file was created.

Note: A TDF list will not popup if there aren't any appropriate TDF files associated with the disc in the drive.

Highlight a TDF name to see a description in the Description area on the right side of the screen.

Delete TDF File will delete the TDF from the library listing and from the folder where the file was saved.

Note: TDF's can only be saved from the Advanced Mode once you have selected titlesets or set a Compression rating. The Save TDF option allows you to save a new TDF file by entering an Author and Description.

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11. Settings
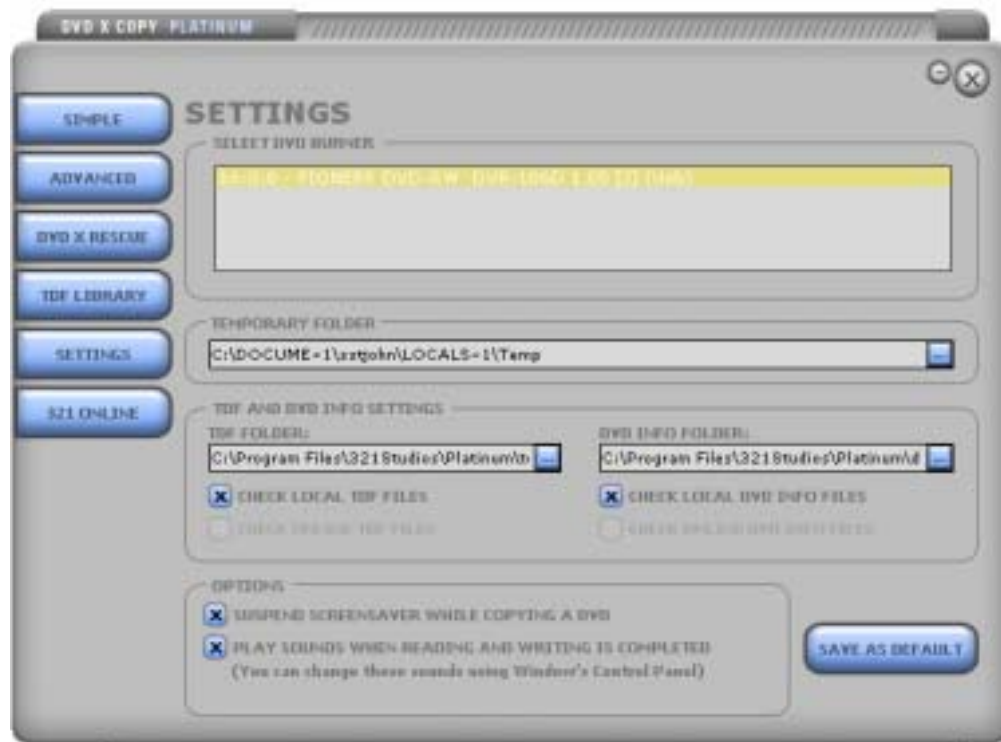
Select DVD Burner will display a list of any DVD burner connected to your operating system. It will not list DVD readers. If there is more than one burning device, the internal drive will be detected first.

Temporary Folder is used as a temporary working folder where data will be stored before the burn process. The default location will be the same location as were the program was installed. This path can be set to any location as long as there is at least 9.4 GB of free space.

TDF & DVD Info Settings are the folder locations for relative information. The TDF folder is the location where TDF's are stored within a folder. DVD Info folder stores general information about the DVD as well as any log files created from backups. Note: The Check Online functionality does not exist in versions prior to 3.2.

Options allow you to suspend the screensaver while copying and/or to play a sound to alert you when reading and writing has completed.

Save As Default will save your settings but only when using the Advanced mode.

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12. Help

Due to the ongoing development of DVDXCOPY PLATINUM, Help files for the Advanced Mode are not currently available. Help files for the Advanced Mode will be included in a future release. *Refer to Section 13 Check For Updated Version.*

Help information for the Simple mode are available by clicking on the question mark (?) in the upper right hand corner of the program.
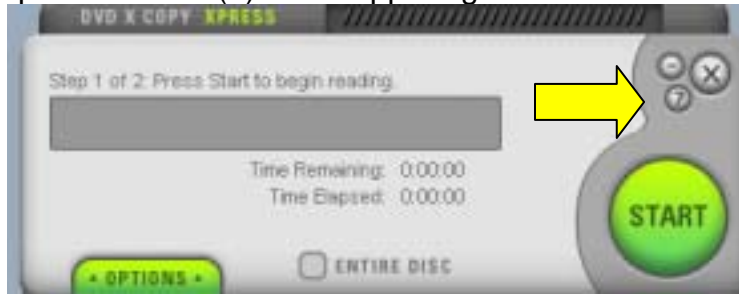
Help files for DVD X RESCUE are available when using the program. DVD X RESCUE has a Help Menu complete with online help files and checking for Updates. *Refer to Section 9.7 Help Menu.*

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13. Check For Updated Version

Regardless of where you purchased your copy of DVDXCOPY PLATINUM, so long as you have registered your license ID with 321 Studios, the most current version is available from 321 Studios at http://support.321studios.com.

Users may check the 321 Studios website shown above periodically. However, 321 Studios will send out emails when new releases are available to registered users. *Refer to Section 4 Registering Your Software.*

This website shows the release date and version of all 321 Studios products.

Note: Before you update your version of software, you will need to uninstall the current version. Refer to Section 14 Uninstalling.

Step 1: Click on the product name you would like to update. The 321 Studios
Customer Service pages will display.

Step 2: Simply enter one of the following: registered email address, Customer
ID, Nickname, personal License ID or Invoice No and your password.
Click **LOGIN**.

Step 3: Your account history will be displayed. Click on the download link for
the specific product you wish to update.

Step 4: On the DVDXCOPY PLATINUM Download Page, you can choose "Download" or Ship CD". Click **DOWNLOAD**.
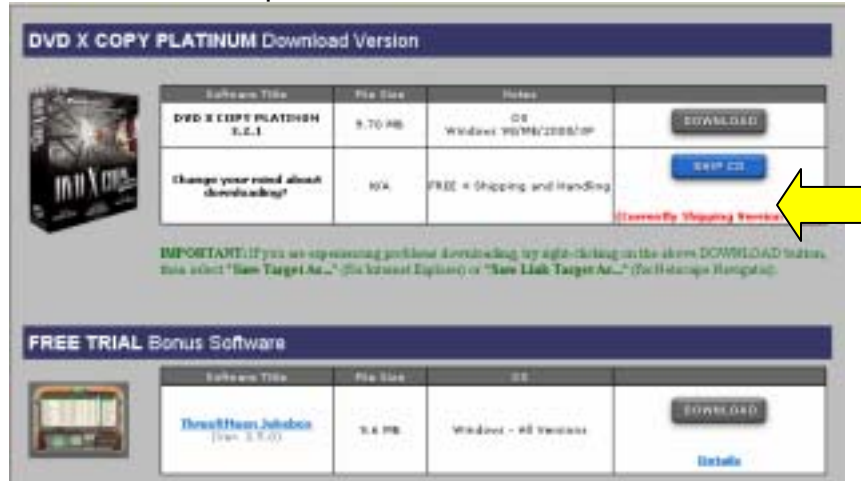
Step 5: The File Download window will be displayed. Click **SAVE**.
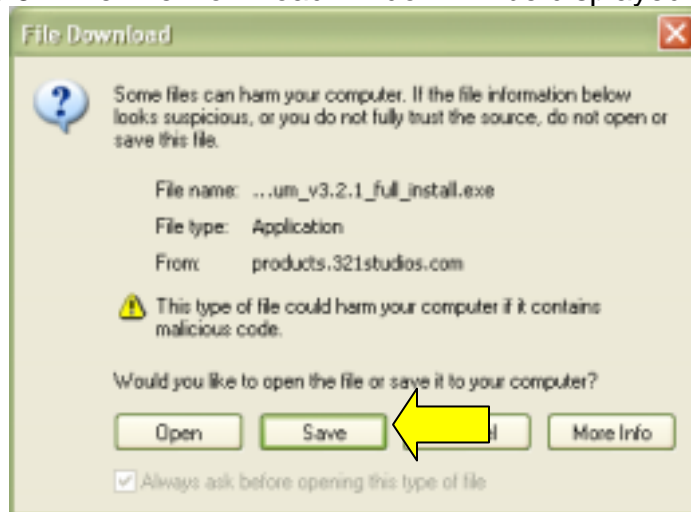
Step 6: You will then be asked where you would like to save the program on
your hard drive. The system offers a default location which is your
Program Menu, however, you have the option to choose another folder if
you prefer.

To select the default location, Click **SAVE**.
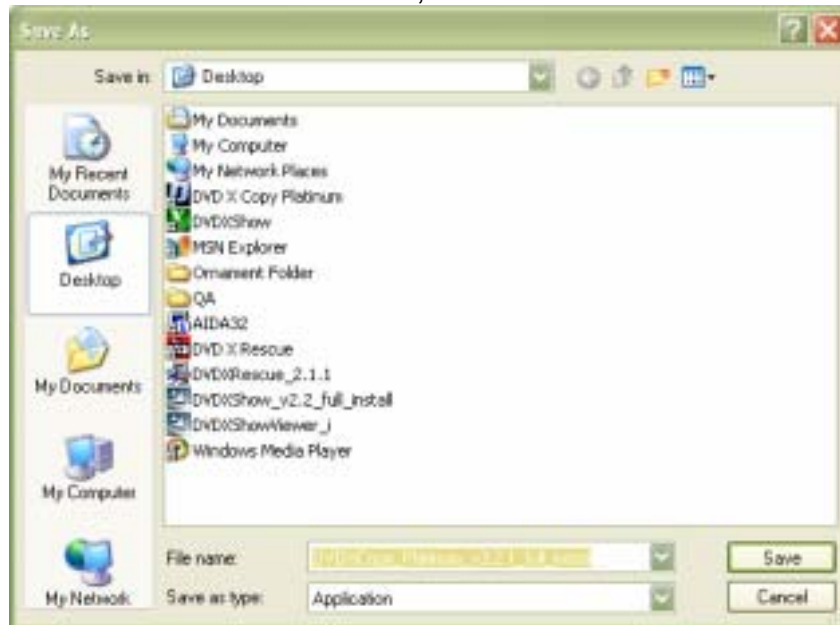
Step 7: The Installation window will be displayed as the program is saved.
Verify that the "Close this dialog box when download completes" is NOT
checked.
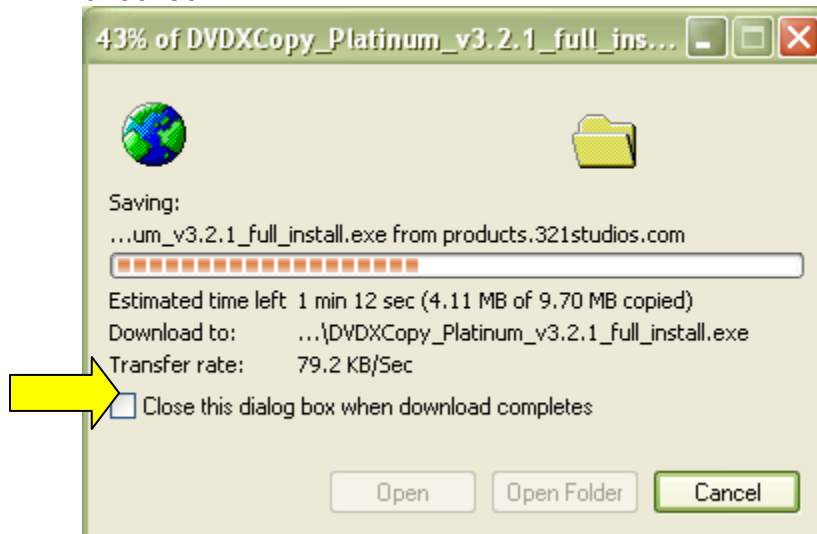
Step 8: The Download Complete window will be displayed. Click **OPEN** to begin the installation process.
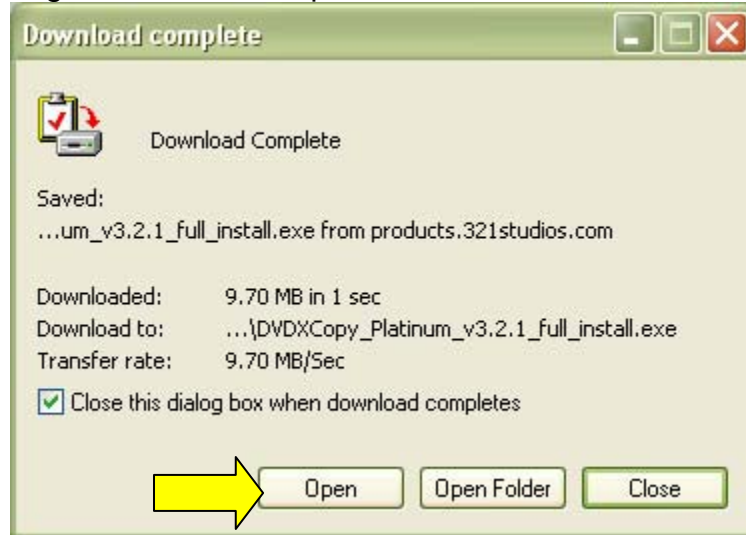
Step 9: Choose the language of your preference and click **OK**.

Step 10: The 321 Studios End User License Agreement will be displayed. Carefully read the license agreement, once you have **read and agree** to the terms of the license click **I AGREE** to continue.
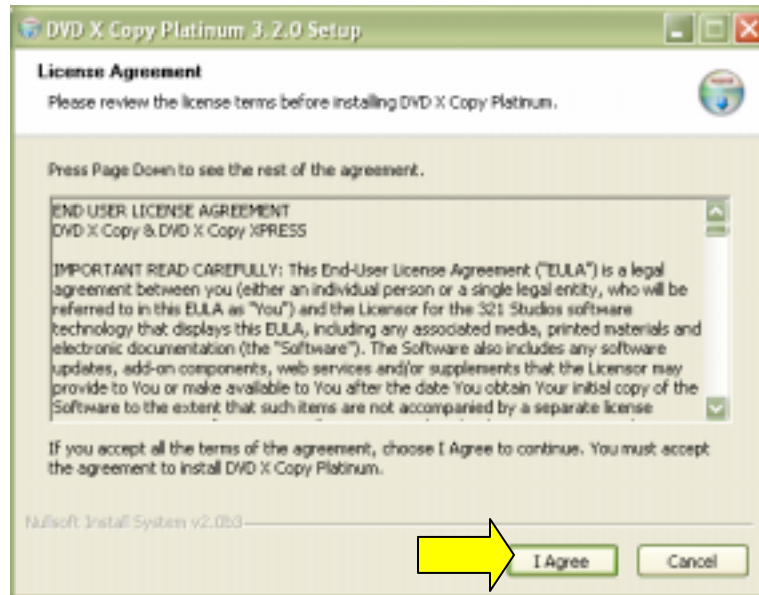
Step 11: Then you will be asked where you would like to place the program on your hard drive. It offers a default location which is your programs menu, however, you have the option to choose another folder if you prefer.

To select the default location, Click **INSTALL.**
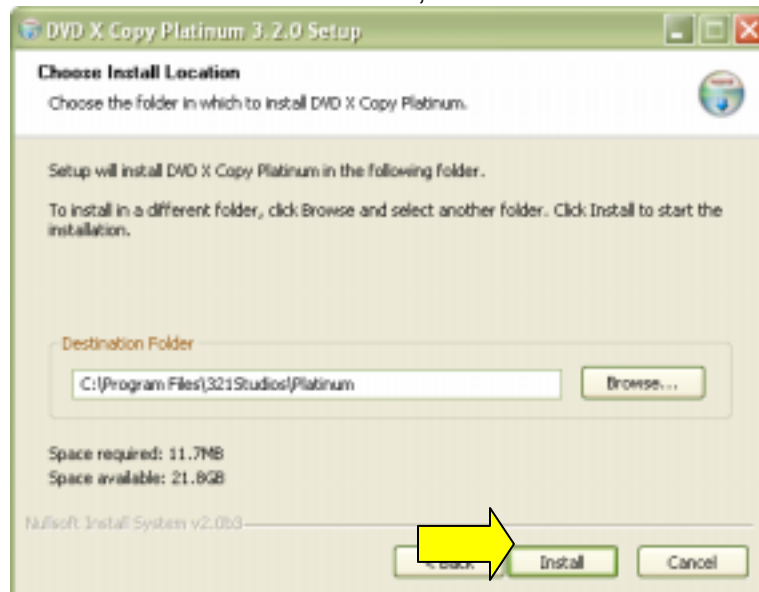
Step 12: The Installing window will be displayed as the program installs.
Note: Please be patient! This process may take some time.
You do not need to do anything at this point.
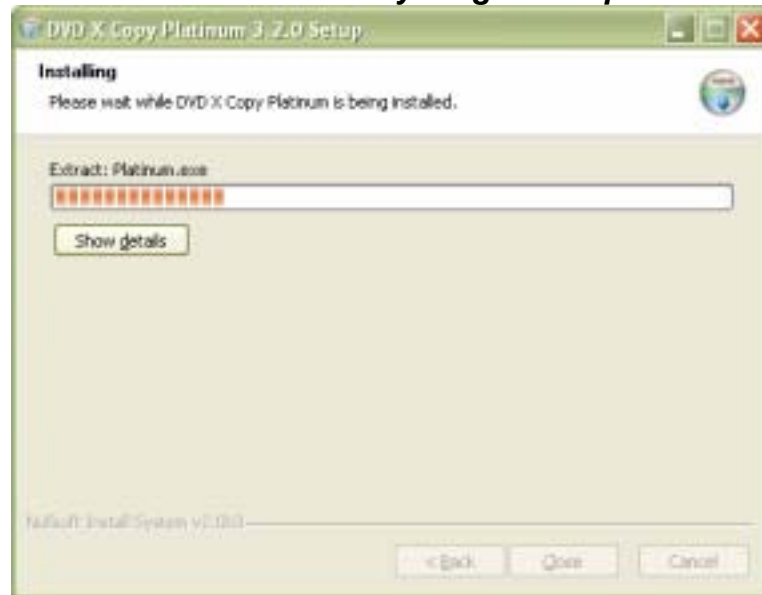
Step 13: The Writing Drivers window will be displayed letting you know that
this process may take some time. *It is recommended to close all*
other programs during the installation process.
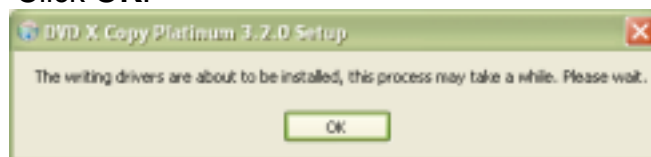
Click **OK**.

Step 14: The Installation Completed window will be displayed. Click **CLOSE**.
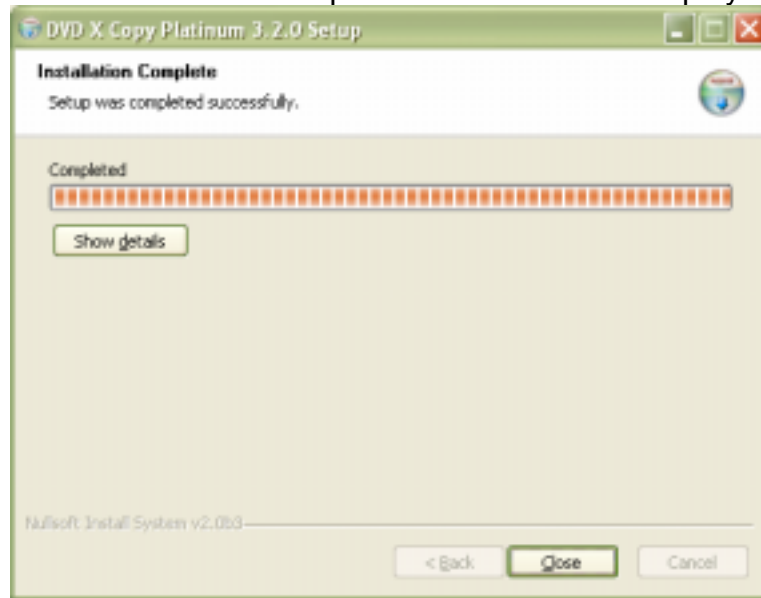
Step 15: The DVD X RESCUE Installer window will be displayed. Click **OK** to continue.

Step 16: Choose the language of your preference and click **OK**.
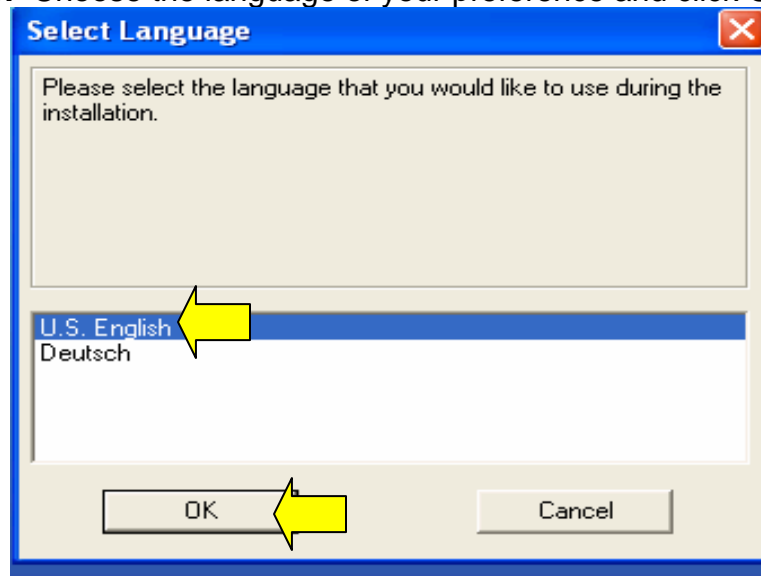
Step 17: The DVD X RESCUE Welcome screen will be displayed. Carefully read the information provided on screen and click **NEXT** to begin the installation process. *Note: It is recommended to close all other programs during this process.*

Step 18: The 321 Studios End User License Agreement will be displayed. Carefully read the license agreement, click the small box to check that you have **read and agree** to the terms of the license *(you must check this box in order to proceed with the installation).* Click **NEXT** to continue.
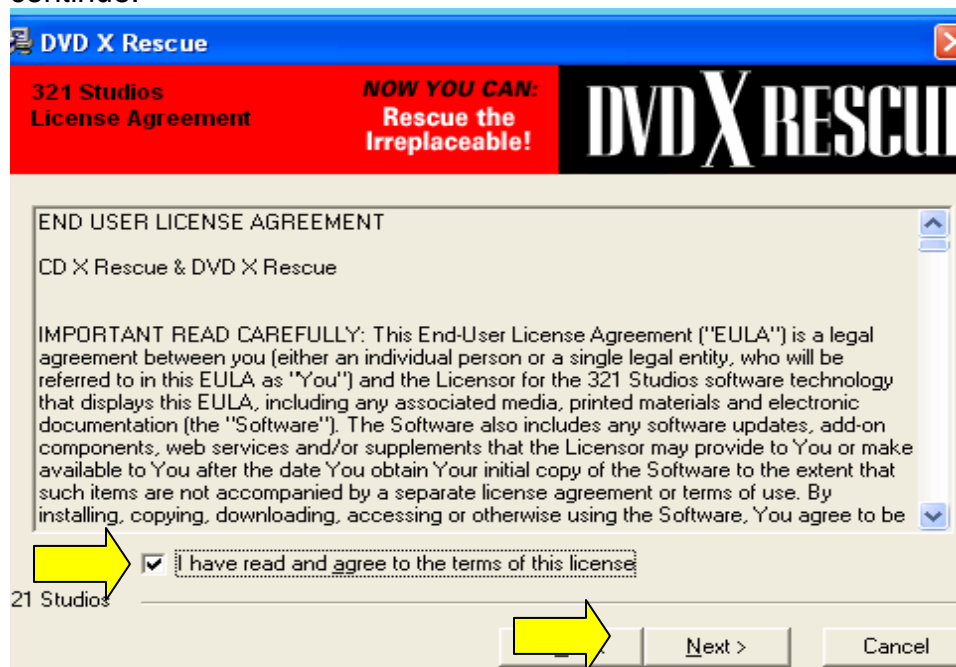
Step 19: The DVD X RESCUE Quick Update window will be displayed because DVD X RESCUE is bundled with DVDXCOPY PLATINUM. It is recommended to also update your DVD X RESCUE program. Verify that "Yes, do a Quick Update" is checked and Click **NEXT**.
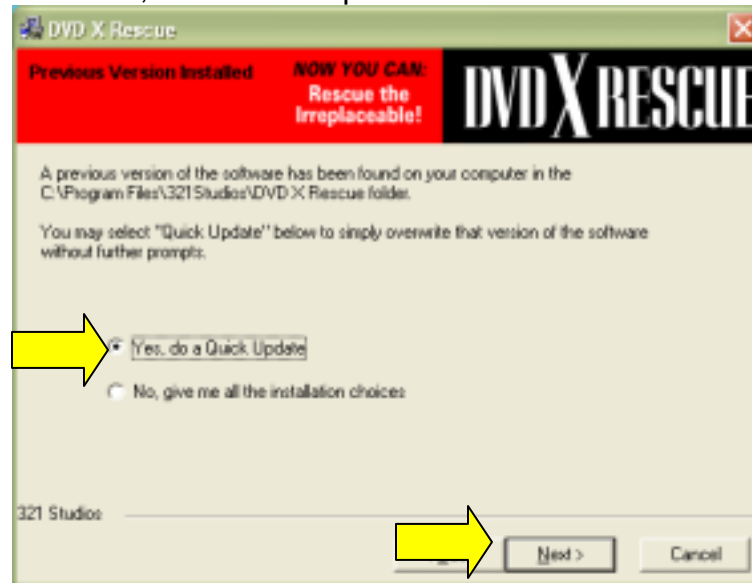
Step 20: You are now ready to install the updated version of the DVD X RESCUE program. Click **NEXT** to begin the installation process.
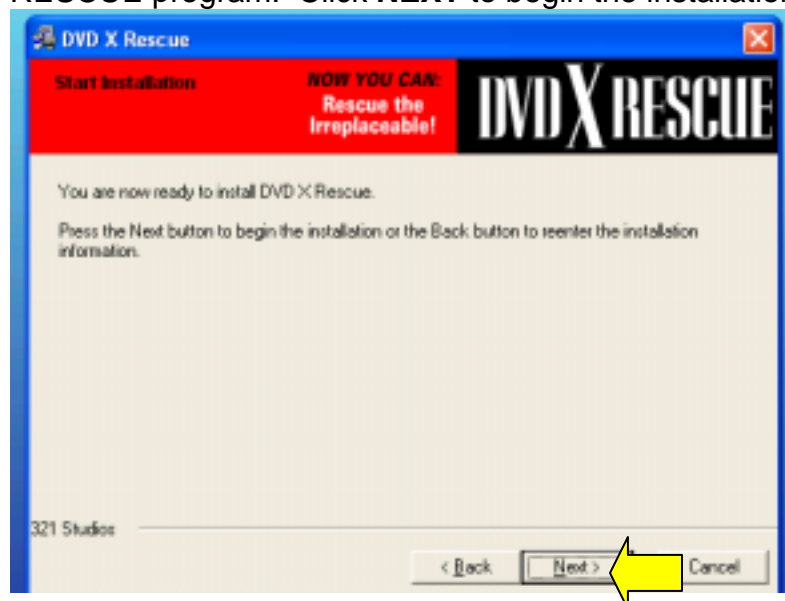
Step 21: The Installing window will be displayed as the program installs.
Note: Please be patient! This process may take some time.
You do not need to do anything at this point.
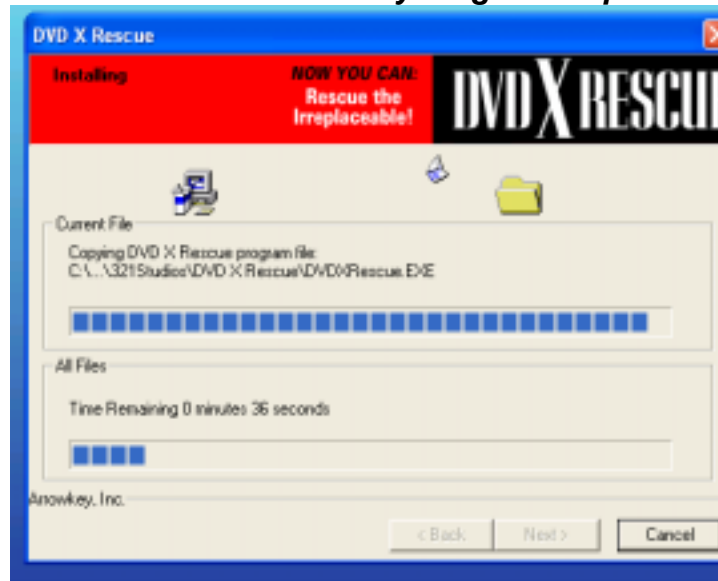
Step 22: The Successfully Installed window will be displayed. Click **FINISH**
to end the installation.

Step 23: You will see a message stating that the system must be restarted to complete the installation. You can choose **OK** to reboot now or *Cancel* to reboot at a later point in time. ***Note: The software will not work properly until your system has been restarted.***
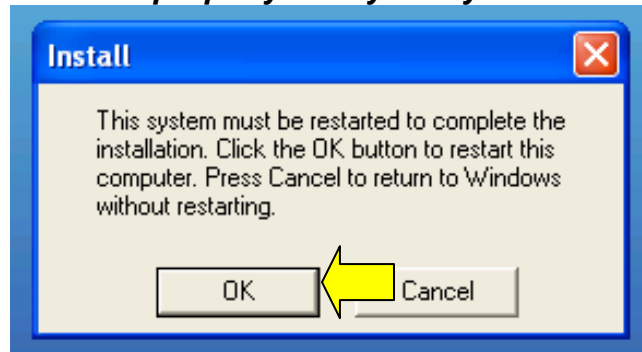
Step 24: That's it! Once you reboot your system and register your software you will be ready to begin copying and rescuing your DVD's. Refer to *Section 4 Registering Your Software.*

14. Uninstalling

To remove DVDXCOPY PLATINUM from your computer, follow the steps listed below:

Step 1: If you are currently in DVDXCOPY PLATINUM, Close the program by Clicking on the X in the upper right corner.
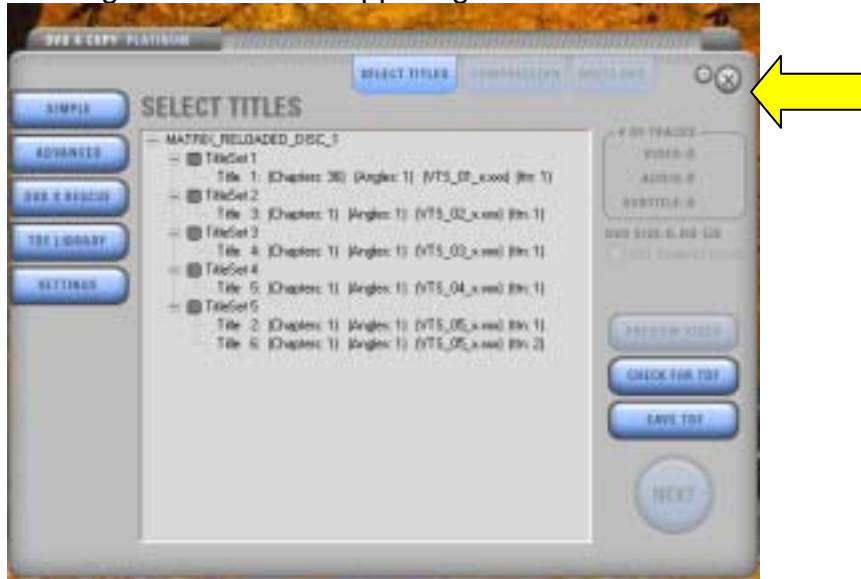
Step 2: Click on the "Start" Menu then select Control Panel.

Step 3: Double-Click "Add or Remove Programs" icon to populate list of programs currently installed on your computer.
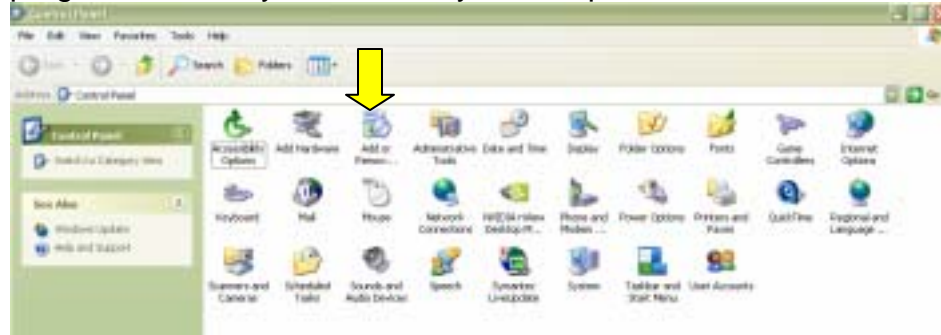
Step 4: Click on DVDXCOPY PLATINUM x.x.x.
Click **CHANGE/REMOVE** to start the uninstall process.

Step 5: A Uninstall window will appear. Click **UNINSTALL** to remove DVDXCOPY PLATINUM from your computer.
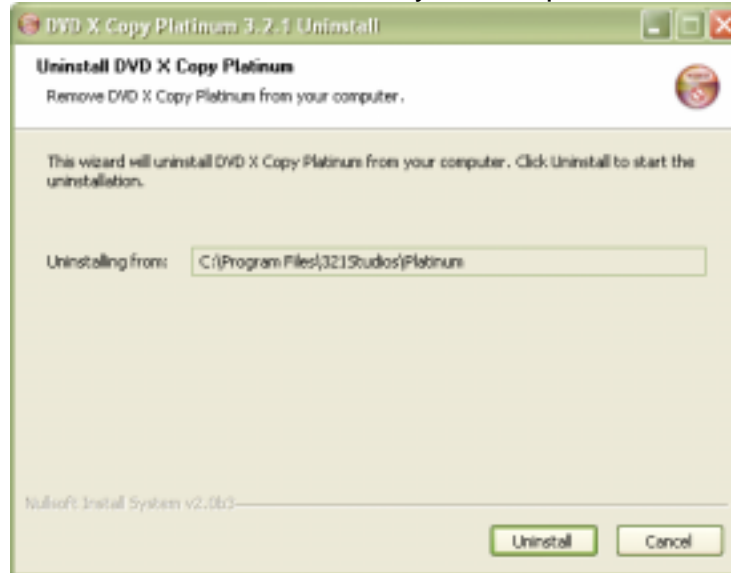
Step 6: When the uninstall process has finished you will see the following screen. Click **CLOSE**. *Note: The Uninstall process you just performed only uninstalled the* DVDXCOPY PLATINUM *program. DVD X RESCUE will still be available for use. If you would like to uninstall the DVD X RESCUE program refer to Section 9.8 Uninstalling DVD X RESCUE.*
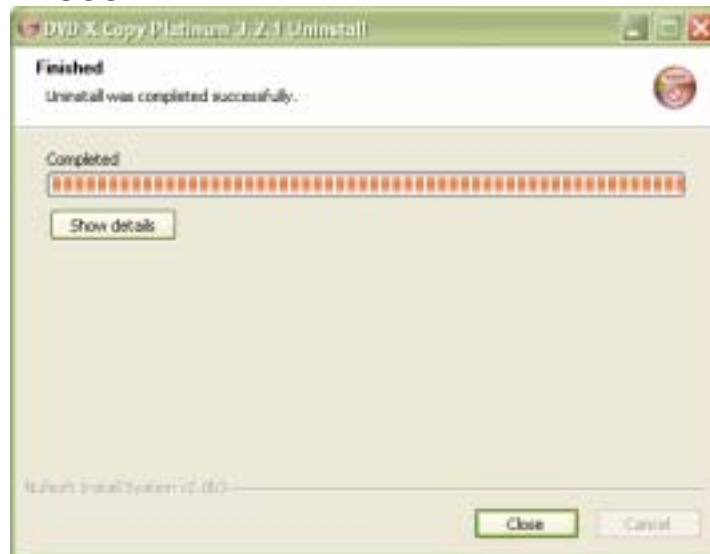
Step 7: You will be asked to restart your PC. You may choose to do it now
or at a later time.
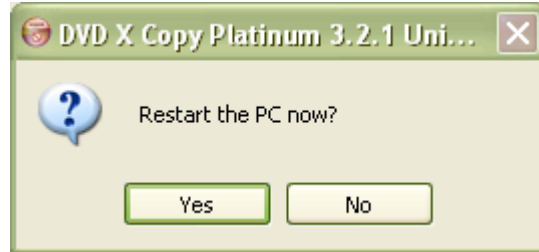
Step 8: When the uninstall is finished, you can go to the Add or Remove
Programs screen to verify the uninstall process worked. DVDXCOPY
PLATINUM will no longer be listed as an available option.

Step 9: Close the Add or Remove Programs window by clicking on the red X
in the upper right hand corner.

*Note: There may be slight variations to the steps depending on your
operating system. Please contact 321 Studios Technical Support if
you need assistance. Refer Section 2.5 Support/Help.*

Step 10: Restart your PC. Depending on what operating system you are
running, you may be prompted through this process.

Step 11: After your PC reboots, verify that the original file folder has been
removed. The default folder location is c:\Program
Files\321Studios\DVDXShow. If the DVDXCOPY PLATINUM folder
exists you will need to delete it*. Note: If the folder exists and you
manually delete it, you will need to restart you PC again.*

15 Terms

A

a-characters	An ISO-9660 character set. A B C D E F G H I J K L M N O P Q R S T U V W X Y Z 0 1 2 3 4 5 6 7 8 9 _SP ! " % & ' ( ) * + , - . : ; < = > ?
administrator rights	An administrator is who manages the computer system.
Anti-piracy	Being against unauthorized use of patented or copyrighted work.
Application Name	The name of the application necessary for accessing data from the CD.
ASCII	American Standard for Information Interchange – a binary code for text communication and printer controls. It is the built in character code in all computers.
ASPI	Advanced SCSI Programmer's Interface. An expanded standard low-level interface used for accessing SCSI devices
Audio	There are three types of audio formats: Dolby AC3, PCM, MPEG-1 Layer II and MPEG-2

B

Bit	A contraction of a binary digit. The binary system number is based on powers of two. A binary digit, or a bit, is either a one or a zero. Since DVDs are digital storage media format, all information is recorded as digital data, or as bits (ones or zeros).
Block	Also known as a sector or a logical block and is identified by a logical block number (LBN). A block is the smallest unit of information on a CD-ROM that can be addressed.
BMP	Bit MaP file – a windows and OS/2 bitmapped graphics file format

Buffer	A memory holding area used to temporarily store data.
Burn	The process of writing information to a writable CD or DVD.
Bytes	Eight bits of digital data.

C

Cache	A memory buffering method used to obtain data faster than from a CD or other media.
Caddy	The tray or carrier where the CD is placed for reading or writing.
Caliber	
CD	Compact Disc
CD-DA	Compact Disc – Digital Audio, developed by both Philips and Sony corporations. These are playable on any audio CD player or computer CD-ROM drive.
CD-R	Compact Disc – Recordable, These are read-only on a standard CD-ROM drive. Images, text data or sound can be recorded.
CD-ROM	Compact Disc – Read Only Memory, Media which can contain data, audio or voice.
CD-ROM Drive	A hardware device which allows the CD media to be read, played or recorded.
CD-RW	Compact Disc- Read/Write, A rewriteable CD. These can be erased and re-recorded.
CD-Text	Text information stored on an audio CD in either the lead-in or in audio tracks.

Compression	A method to reduce the storage size requirements of digital information by removing redundant data. Video compression allows the hundreds of gigabytes of data contained in a full length movie to be reduced so that it will fit on a DVD.
Content	The video, audio and graphics that are to be added to a DVD.
Copyright Filename	The name of a file located in the root directory containing a copyright notice.
C2	The minimum security level defined by the National Computer Security Center (NCSC).

D

DAT	Digital Audio Tape
Data Preparer's Name	The name of the author of the Cd's contents.
Details Pane	The details pane displays files associated with currently selected session and directory within that session.
Device	Any electronic machine or component from a transistor to a disk drive. Ther term "device" always refers to hardware.
Disc	An alternate spelling for disk. Disc is usually used with read-only media, such as CDs and CD-ROMs.
Disc at Once	A single process method of recording data on a CD. The Lead-in is written first, then the data sector, followed by the Lead-out.
Disc Image	A file that contains the image of a DVD. If you elect to create a Disk Image, you can then make copies of that DVD simply by writing that Disk Image to a writeable CD or DVD.

Directory	The term directory refers to the address of a file of group of files on your hard drive or removable media.
Direct X	A set of multi-media programming interfaces from Microsoft fro Windows.
Disk	A direct access storage device such as floppy disk, hard disk, magnetic disk, optical disk, CD-ROM and DVD.
Dolby AC3	Dolby Audio Coding 3 – the audio coding technology used in Dolby digital.
Dolby Digital	A digital audio encoding system from Dolby used in movie & home theatres.
DV	Digital Video – video captured to a computer from a digital camcorder.
DVD	The term DVD officially doesn't stand for anything, although it is often said to stand for Digital Versatile Disc or Digital Video Disc. DVDs are a 3 or 6 inch discs capable of storing 2.2, 4.7, 8.5 9.4 or 17 gigabytes of data.
DVD-RAM	Alternative competing format of record-once type discs with 2.4 GB storage capacity per side.
DVD-ROM	DVD-Rom does not contain Video_TS and Audio_TS directories and therefore cannot read by a consumer DVD player. DVD-ROMs typically are used to store data much in a way a CD_ROM is used today.
DVD-R/DVD+RW	Alternative competing format of record-once type (DVD+R) or re-recordable type (DVD+RW) discs with 4.7 GB storage capacity per side.

E

Episodic Disks	These are TV Series disks that have multiple shows that have been produced as a single DVD.

EULA	End User License Agreement

F

File System	A data structure that converts the physical image of a disc into a logical structure of files and directories.
Folder	The term directory refers to the address of a file of group of files on your hard drive or removable media.
Folder Pane	The folder pane shows the tracks, sessions and folders on the CD or DVD.

G

gigabytes	One million bytes
GIF	Graphics Interchange Format – a popular bitmapped graphics file format developed by CompuServe.

H

Hard drive	The primary computer storage device, which spins, reads and writes one or more fixed disk platters. (hard drive & hard disk are used synonymously)
Hard errors	Errors that can not be automatically recovered from device in a single read attempt.
HDTV	High Definition Television – A high-resolution digital television combined with Dolby Digital surround sound (AC-3).
Hexadecimal	16. The base 16 numbering system is used as shorthand for representing binary numbers. Each half byte (4bits) is assigned a hex digit.
HFS	Hierarchal File System. The file system used by the Macintosh operating system to arrange data on hard disks and floppy disks. This system can also be used for CD-ROMs.

| HFS+ | Allows longer file names (256) characters and supports Unicode. |

I

Image	A single file containing all edited data on a CD.
IFO	Publishing information about the content of this file would be contrary to the license agreement and non-disclosure agreement with the DVD forum.
.INI	A file containing configuration information for Windows. Some applications have their own .ini files which hold program information.
.ISO	A CD image format similar to a BIN/CUE image file set, but the one single .ISO file contains both the data and the CD layout information.
ISRC	International Standard Recording Code
ISO-9960	An international logical file format for CD-ROMs originally developed by the High Sierra Group. All data on a CD is addressed using logical block numbers

J

| Joliet | A logical file format created by Microsoft Corporation which conforms to ISO-9960 format. This format allows long file names (up to 64 characters) and uses the Unicode international character set. |
| JPEG | Joint Photographic Experts Group – a standard for compressing still images. |

K

| Kilobytes | 1 thousand bytes or 1,024 bytes in technical specs. |

L

LBN   Logical Block Number. *See Block*

Lead-in   The first part of a CD-R recording session.
                            The Table of Contents is written into the
                            lead-in when the session is closed.

Lead-out   The ending area for each session where the
                            index to the next session is stored. Writing
                            the lead-out closes the session.

License Number   A number provided to a specific copy of the
                            software used to identify the end user who
                            purchased the product.

M

MCN   Media Catalog number

Media   Video and audio used in the creation of a
                            DVD

Menu bar   The menu bar provides access to
                            commands that are used to operate DVD X
                            RESCUE. The menu bar is located just
                            below the title bar on the Main menu.

Mode 1   The original "ordering" of control information
                            in the sector header. Most basic form read
                            by all CD devices.

Mode 2   (XA) "extended architecture" that allows
                            definitions of sub-types within the data by
                            using an additional 8 bytes in the sector
                            header. This was moved from the back end
                            of the sector to the front to allow for this.

MPEG   A video compression system developed by
                            the Motion Picture Experts Group. There
                            are currently two types in use: MPEG-1 and
                            MPEG-2.

MPEG-1   Achieves approximately ¼ the resolution of
                            broadcast TV and is slow fro processing
                            high quality moving images.

MPEG-2	The super high quality video technique used for DBS (satellite TV), DHTV and DVD.
MPEG-4	A transport-agnostic multi-media representation technology developed as an expansion on the MPEG-2 standard.
MSF	Minute Second Frame addressing, used with both data and audio tracks. This is an alternate addressing form for CD.

N

O

Optical Media	A direct access media written and read by light.

P

Packet Writing	A technique of writing to a CD-R or CD-RW disc which allows small increments of data to be added to the disc. This is used by nearly all "drag-and-drop" type CD burning software. *See UDF.*
PCM	Pulse Code Modulation- an uncompressed, digitally codes representation of an analog signal.
Preferences	Options in a program that can be changed by the user. They usually control the user interface letting the user customize the way they view data.
Publisher's Name	Identifies the name of the CD's publisher

Q

Quick Erased disk	CD/RW discs can be erased "quickly" taking less than 5 minutes. However, the original information is present on the disc but it cannot be read by consumer drives. The information on the disc can only be recovered using special hardware.

R

Region coding — A standard based upon country that the technology is available in.

S

SCSI — Small Computer System Interface, An interface allowing you to connect media devices to your computer.

Sector — The smallest unit of information on a CD that can be addressed. Also referred to as a block. A sector may contain a header, synchronization bits and user data. Different types of CDs contain different sector sizes. A data CD-ROM contains a sector size of 2048 bytes of data.

Settings — User defined choices that can be "set" as their default.

Soft errors — Errors that the software can normally recover from.

Status Bar — The status bar displays information about DVD X RESCUE and your drive.

Sub-q Data — A hex hump containing current position data for the track, UPC code for the track, current minutes and seconds time into the track and ISRC.

SVCD — Super Video Compact Disc – a movie on an SVCD is the same quality as a VHS tape.

System Name — The name of the operating system running the application.

T

TDF — Title Definition Format

Text Editor — Software used to create and edit files that contain only text.

Thumbnail	A small, scaled-down version of any given image or video. Although typically much smaller than the original image, thumbnails give you a quick, overall preview of an entire image.
Title bar	The title bar is the top portion of the DVD X RESCUE window and contains the name of the program (DVD X RESCUE) you are running.
Titleset	A titleset is the highest position in the hierarchy on a video DVD. Every DVD has at least one, and most will contain multiple chapters and/or titles. All files associated with a given titleset have the prefix VTS_ and then the number of the titleset itself.
TOC	Table of Contents, shows the contents of every recorded session. The contents consist of the number of tracks, the starting location for each track, and the total size of the data area. The lead-in contains TOC.
Tool Bar	A small window which contains buttons or icons that are shortcuts to menu commands. Toolbars list available commands.
Track	On a data CD-ROM, one track may contain data, files and folders. On an audio CD, a single track contains one piece of music. Each track is separated by a gap.

U

UDF	Universal Disc Format, nearly all drag-and-drop CD burning software uses this format.
UPC	Unique Product Code, A unique bar code format for a CD.

V

VCD	Video Compact Disc – a CD that contains moving pictures and sound.
VHS	Video Home System – a half inch analog videocassette recorder (VCR)

VOB

Video Object File – the next step in video files past analog source

Volume Descriptor

This resides at the beginning of the CD where the structure of the file system is located. A volume descriptor may contain: system name, volume name, volume set name. publisher's name, data preparer's name, application name, copyright filename.

Volume Name

The name of the CD displayed when it is mounted.

Volume Set Name

The name of the set of volumes.

W

.WAV

Stores samples "in the raw" where no pre-processing is required other than formatting of data.

X

XA

See Mode 2

Y

Z

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16. Frequently Asked Questions

16.1 General Questions

What are possible conflicting programs?
A list of conflicting software can be found at 321 Studios website
(http://support.321studios.com).

If your computer has any of the software listed, remove them and reboot
your pc.

Where is my License ID?
On a Retail Copy (i.e., purchased from a store like Best Buy, etc) the
license information is located on the inside of the case the software
came in. The license ID and Password are located on a white sticker in
the lower right hand corner of the software packaging.

On a downloaded copy of software acquired directly from 321 Studios,
the license information is on the confirmation email that was sent to the
email address provided during the purchase process.

Why haven't I received my order yet?
Orders are not shipped on weekends or holidays. If your order was
placed after 3:00 PM (EST) your order will not be processed until the
next business day. Below is a table of standard shipping times.

	Shipping Type	U.S.A.	International
	Standard	2 – 3 weeks	3 – 4 weeks
	Priority	1 – 2 weeks	n/a
	Global	n/a	2 – 3 weeks
	FedEx Standard Overnight	Next Day (if received by 3:00PM (EST).	n/a

Please allow a 2 – 3 day grace period before contacting our sales
support staff. If you have not received your order, you may contact us.
Refer to Section 2.5 Support/Help Resources.

Are there certain movies that I won't be able to backup?
All movies that are authored according to the DVD standard should be
able to be backed up successfully using our software. There are some
movies that are released that are authored very poorly, and can be
difficult to backup. We release TDF files for these specific movies so that
you will be able to back them up. The TDF files are available on our
forums using the link below:
http://forum.321studios.com/?f=65&m=2147

Can DVDXCOPY PLATINUM be used to copy rented DVD movies?

You cannot use DVDXCOPY PLATINUM to copy rented DVDs. DVDXCOPY PLATINUM should only be used to make copies of DVDs you own for your personal use. Copyright laws protect the rights of artists and film companies, and 321 Studios asks that you respect those rights.

Can I convert a movie that is full screen to widescreen in Simple Mode?

You can only backup what is actually on that particular DVD. No conversion is possible.

Can I remove the 321 Studios DVD Backup screen from my DVD Backups?

No, that feature is built into the software and cannot be removed.

Can you edit a Hollywood DVD with Platinum?

You can omit certain title set and alter the compression in Platinum. You cannot edit scenes.

Do I have to own a DVD Burner/Writer?

YES! You must have a DVD+R(W) or DVD-R(W) drive installed in your PC. Check with your PC's manufacturer to make sure you have one.

Does *DVDXCOPY PLATINUM* support NTSC and PAL DVD movies?

Yes! NTSC and PAL DVDs are both supported.

Exactly what is compression?

Compression is an process that allows you to take information and, using certain algorithms, store it in a smaller amount of space. Based on the required compression rate there may be some audio or video loss – though this is only the case in the most extreme situations.

How can you make such an offer on your guarantee?

Due to the large volume of consumer purchases, we can keep the price low and provide a rock solid guarantee. We already know that the majority of our customers appreciate the value of our product and the customer support, product enhancements and upgrades available only to registered users of the product.

What is a titleset?

A Titleset is a set of chapters or features contained on DVD. Everything contained on a DVD, from the movie to the menu to access it, will be contained in one of these. Many things can exist in a single Titleset, from multiple chapters, to all the menus on the DVD.

How do a select a Titleset in Platinum?
To select a Titleset you need to click in the small grey box next to the Titleset. Once you see a check mark, you will know you have made your selection properly.

How do I select the subtitles in Platinum?
You can do this in Simple mode. Select the options button, go to subtitles and click on the browse button. You will then find a list of languages that are supported by that DVD.

How do I select the audio languages in Platinum?
You can do this in Simple mode. Select the options button, go to audio language and click on the browse button. You will then find a list of languages that are supported by that DVD.

How do I split a disk?
Select the Titlesets desired, and then unselect the "use compression" button. Then press Next. The Compression tab will become the Splitting tab.

What is a TDF?
"Title Definition Format". A TDF is the exact settings used while backing up the movie. They are especially useful for any movie that is difficult to backup due to extreme authoring technique differences.

How do I use a Platinum TDF file?
Make sure the Platinum TDF file is placed in the 321Studios/Platinum/tdf folder. In Platinum Advanced mode, click on Check for TDF. Select the TDF for the DVD you are backing up. Click next and backup your DVD.

How do I use an XPRESS TDF file?
If it is an XPRESS TDF file, double click on the file to open it. Click on the "Open with XPRESS" button, and Simple mode of Platinum will open. Then insert the appropriate movie and click Start to copy.

How long does it take to copy a DVD with DVDXCOPY PLATINUM?
Some newer model computers can copy a DVD movie in one hour or less. Older computers may take a little longer, depending on the speed of their processor and DVD burner.

Is it legal to copy DVD movies that I own?
Yes, you may copy DVDs you own for your personal use only. You cannot copy DVDs in order to sell or give away copies, or for any commercial purpose. 321 Studios respects the rights of artists and film companies, and the proper use of DVDXCOPY PLATINUM does not violate those rights.

I am having Read or Write errors and other issues with my laptop, while running a DVD X Copy Product.
Make sure you are not running off of battery power. Make sure you our plugged in to an outlet. Your DVD burner requires a lot of power, sometimes more than your battery can provide. Also go to your control panel in windows and click on the power options icon. Make sure the Turn off Hard Disks and System Standby options are set to Never.

Immediately after opening the program I receive a message "IFO Error".
1. Please uninstall the program in "Add / Remove programs" inside your control panel. Then open your My Computer icon (XP—go to the Start Menu, then My Computer). Follow this path "C:\Program Files\321Studios". Right click on the 321 Studios folder and select delete. Empty the "Recycle Bin". Then reboot your computer.
2. Please download and install the PowerDVD Trial from: http://www.gocyberlink.com
3. Once this is complete, install the newest version of the software. You can always download the newest version from the website http://www.dvdxcopy.com.

The program is telling me to run Drive Select. Why does this happen?
When this happens it is because DVDXCOPY PLATINUM is not recognizing the burner on your computer. To run drive select do the following.   Go to the Start Menu   Go to Programs (in XP its All Programs)   Go to DVDXCOPY PLATINUM.   Click on the Drive Select option   Select your DVD burner from the list. If no window appears, this is normal. It simply means that you only have one available burner and the program will select it automatically.

What do the % numbers mean on the Compression window?
The number next to the Titlesets is how much the program needs to compress before being backed up. If the number says 10%, this means 10% of the Titleset will be reduced to make room on the backup for the other Titlesets, or for just itself to fit on the backup. The overall compression is how large the disc is in comparison to the original size of the DVD. If it says 75%, this means that it is 75% of the original size and 25% of the backup was compressed.

What if there is no drive listed in the Drive Select?
Your VSO device may not be installed correctly. Contact technical support.

What does the error "VSO_hwe.dll install invalid corrupt opcode" mean and how do you fix it?
This means something is corrupting the installer; usually this is caused by Spyware installed on the system. If you use a Spyware check program to scan, clean the system, and reinstall the software, it should load fine. Go to www.lavasoftusa.com, and download AdAware 6 for free.

What regions does the program work with?
DVDXCOPY PLATINUM will work with any region that your PC is compatible with. The backup will have the same regions as the original disc.

What is the difference between PLATINUM and Gold?
Advanced mode will allow you to use splitting by not adding compression or it will allow you to alter the compression ratio, for greater control over your backup.   Simple mode compresses the DVD to 1 blank disc and will allow you to either backup the entire disk or just the movie.

What is the difference between Simple and Advanced?
Simple is XPRESS. Advanced will let you select titlesets, and then either split them or use compression to fit onto 1 disk.

Are there any kinds of disks that can't be Compressed or Split?
Based on the way some disks are created, or the authoring technique used, there may be disks that will cause problems while attempting to back up. Please call technical support if you have any questions in regards to a specific disk. *Refer to Section 2.5 Support/Help Resources.*

What is the best way to copy episodic disks?
Due to the different authoring techniques, as well as the different ways that these disks are made, there is no hard and fast answer for this. Call technical support if you have questions regarding a specific disk. *Refer to Section 2.5 Support/Help Resources.*

Can I copy titlesets off of multiple disks and burn them to a single disk?
No. Our software is designed to make a 1 to 1 backup of a movie, and cannot create compilation discs.

Can I copy a copy I made with a different program in PLATINUM?
No, nor can you do that with any of our programs.

Why are the available functions, which allow me to proceed, grayed out on the select title screen?
It is necessary to check the gray box next to each title set that is intended to be burned. When a box has been checked, the Next button will become available.

Why can't I preview the movie?
In the advanced mode of platinum you have the ability to preview certain titles. To do this you must expand the titleset by hitting the plus button and highlight the specific title that you want to preview. Once a title is highlighted, the preview button will become available.

Why do I keep getting an Illegal Operation as soon as I hit the start button to read a DVD on my 98SE or ME OS?
If Windows 98SE/ME is getting an Illegal Operation after clicking on the green start button to read the DVD in Simple mode, have them run the PCSetup.exe icon and it will show whether or not the patin couffin driver needs to be reinstalled. If it indicates this is necessary, please contact Technical Support.

Why doesn't the next button light up using advanced mode in Platinum?
Next to the name of each titleset there will be a check box. Make sure that the check box is selected next to the name of each titleset. Once you have selected a titleset the next button will light up.

Why is the Start button grayed out when I try to burn my DVD?
Check your media format. Make sure you are using the correct blank media for your burner (DVD + or – R/RW). You may also need to run the Drive Select utility included with Platinum. If you are still having problems after doing this, contact Technical Support.

Will Platinum allow you to keep a movie on the hard drive for future backups?
No it will not. Our software creates an image file after reading a DVD and then takes that image and writes it to a blank DVD disc. It will not stay on your hard drive.

16.2 Activations

Phone Activations

If you do not have internet access and you are installing your software, please call 1-636-720-3702. You may also contact 321 Studios Customer Support at 1-636-720-3703. *Refer to Section 2.5 Support/Help Resources.*

Problems with Activation

If you are having problems getting activation to go through, please check the following:

1. Please check the format of the short date stored in your computer. To do this go to your Control Panel and open Regional Settings then open Options. Make sure that the short date is set to mm/dd/yyyy.
2. You must be online to activate via the web.
3. Are you behind a firewall when you try to activate? If so, you may need to turn off the firewall until activation is completed.
4. For International users, the date on your computer must be the same as the date in the U.S.A. Change the date and reset it back after activation.

If you still have problems with activation, contact us at 1-888-222-9100 (U.S.A.) or 1-636-720-9100 (International) to activate via phone. You may also contact Technical Support at support@321studios.com. *Refer to Section 2.5 Support/Help Resources.*

Why are there Unlocks?

The number of times you can activate our software is limited to prevent illegal distribution. If you activate our software more than 3 times you will need to contact us at 1-888-222-9100 (U.S.A.) or 1-636-720-9100 (International) to activate via phone. You will be required to provide your basic customer information.

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17. Troubleshooting

The following steps will provide a logical way of eliminating some simple problems without having to contact 321 Studios for assistance.

Step 1 Check to make sure you have a valid License ID. *Refer to Section 4 Registering Your Software.*

Step 2 Check to make sure your system meets the minimum system requirements. *Refer to Section 2.2 System Requirements.*

Step 3 Do you have the latest version of DVDXCOPY PLATINUM*? Refer to Section 13 Check For Updated Version.*

If you have confirmed all of the above, please contact 321 Studios Technical Support for further assistance. *Refer to Section 2.5 Support/Help Resources.*

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